AGENDA

NOTICE OF REGULAR MEETING
TIME: 6 p.m.
PLACE: Regular Meeting Place
7051 Dublin Boulevard, Dublin, CA
www.dsrsd.com

DATE: Tuesday, July 1, 2025

Our mission is to protect public health and the environment by providing reliable and sustainable water, recycled water, and wastewater services in a safe, efficient, and fiscally responsible manner.

1. CALL TO ORDER

2. PLEDGE TO THE FLAG

3. ROLL CALL

4. SPECIAL ANNOUNCEMENTS/ACTIVITIES

5. PUBLIC COMMENT (MEETING OPEN TO THE PUBLIC)
At this time those in the audience are encouraged to address the Board on any item of interest that is within the subject matter jurisdiction of the Board and not already included on tonight's agenda. Comments should not exceed five minutes. Speaker cards are available from the District Secretary and should be completed and returned to the District Secretary prior to addressing the Board. The President of the Board will recognize each speaker, at which time the speaker should proceed to the lectern. Written comments received by 3 p.m. on the day of the meeting will be provided to the Board.

6. AGENDA MANAGEMENT (CONSIDER ORDER OF ITEMS)

7. CONSENT CALENDAR
Matters listed under this item are considered routine and will be enacted by one Motion, in the form listed below. There will be no separate discussion of these items unless requested by a Member of the Board or the public prior to the time the Board votes on the Motion to adopt.

7.A. Approve Regular Meeting Minutes of June 17, 2025
Recommended Action: Approve by Motion

8. BOARD BUSINESS

8.A. Adopt the 2025 Sewer System Management Plan Update
Recommended Action: Adopt by Resolution

8.B. Receive Presentation on the Zone 7 Water Agency 2025 Annual Water Sustainability Report
Recommended Action: Receive Presentation

8.C. Receive Presentation on Strategic Plan Progress Report for Fiscal Years 2024 and 2025
Recommended Action: Receive Presentation

9. REPORTS

9.A. Boardmember Items

9.A.1. Joint Powers Authority and Committee Reports
DSRSD/City of Dublin Liaison Committee Meeting of June 23, 2025
9.A.2. Submittal of Written Reports for Day of Service Events Attended by Directors
9.A.3. Request New Agenda Item(s) Be Placed on a Future Board or Committee Agenda

9.B. Staff Reports

10. ADJOURNMENT

All materials made available or distributed in open session at Board or Board Committee meetings are public information and are available for inspection during business hours by calling the District Secretary at (925) 828-0515. A fee may be charged for copies. District facilities and meetings comply with the Americans with Disabilities Act. If special accommodations are needed, please contact the District Secretary as soon as possible, but at least two days prior to the meeting.

DUBLIN SAN RAMON SERVICES DISTRICT
MINUTES OF A REGULAR MEETING OF THE BOARD OF DIRECTORS

June 17, 2025

1. CALL TO ORDER

A regular meeting of the Board of Directors was called to order at 6 p.m. by President Goel.

2. PLEDGE TO THE FLAG

3. ROLL CALL

Boardmembers present at start of meeting: President Arun Goel, Vice President Richard M. Halket, Director Dinesh Govindarao, Director Georgean M. Vonheeder-Leopold, and Director Ann Marie Johnson.

District staff present: Jan Lee, General Manager/Treasurer; Michelle Gallardo, Administrative Services Director; Steve Delight, Engineering Services Director/District Engineer; Ken Spray, Finance Director; Dan Gill, Operations Director; Douglas E. Coty, General Counsel; and Nicole Genzale, Executive Services Supervisor/District Secretary.

4. SPECIAL ANNOUNCEMENTS/ACTIVITIES – None

5. PUBLIC COMMENT (MEETING OPEN TO THE PUBLIC) – 6:01 p.m. No public comments received.

6. AGENDA MANAGEMENT (CONSIDER ORDER OF ITEMS) – No changes made.

7. CONSENT CALENDAR

President Goel requested Item 7.A. be removed for discussion. Director Govindarao requested Item 7.B. be removed for discussion. The Board agreed to remove Items 7.A. and 7.B. for discussion, and took Consent Calendar Item 7.C. and passed this item first.

Director Vonheeder-Leopold MOVED for approval of Item 7.C. on the Consent Calendar. Director Govindarao SECONDED the MOTION, which CARRIED with FIVE AYES.

7.A. REMOVED – Approve Regular Meeting Minutes of June 3, 2025 – Approved

General Manager Lee requested a technical edit be made under Item 9.B. Staff Reports to state that the duration of the power outage was 18 hours rather than 36 hours.

Vice President Halket MOVED for approval of Item 7.A. on the Consent Calendar with the noted correction. Director Vonheeder-Leopold SECONDED the MOTION, which CARRIED with FOUR AYES and ONE ABSTENTION (Goel).

7.B. REMOVED – Award Construction Agreements to DPI, Inc., McGuire and Hester, and Westrock Engineering for the On-Call Water System and Sewer System Repairs for Fiscal Years 2026–2029, and Authorize the General Manager to Exercise up to Two One-Year Option Terms – Approved

Director Govindarao requested clarification of how the proposed on-call budget amounts were determined. Engineering Services Director Delight confirmed that the proposed budget amounts are consistent with the planned and emergency on-call budget allocations in past years, and have been included in the approved fiscal years 2026–2027 operating and capital budgets. He reviewed the historical spending for on-call repair work and reported it did not reach the full budgeted amounts. General Manager Lee added that should an emergency exhaust the approved budget and exceed her additional spending authority, an item would be brought to the Board to consider approval of additional funding. The Board acknowledged the proposed budget will provide staff necessary capacity to address both planned and unplanned collection and water system repairs.

Director Vonheeder-Leopold MOVED for approval of Item 7.B. on the Consent Calendar. Vice President Halket SECONDED the MOTION, which CARRIED with FIVE AYES.

7.C. Approve Revised Conditions of the City of Dublin Unused Sewer Capacity Program, Extend the Program, and *Rescind Resolution No. 14-20* – Approved – Resolution No. 20-25

8. BOARD BUSINESS

8.A. Public Hearing: Adopt Engineer's Report and Direct Levy of Annual Assessments in the Dublin San Ramon Services District Dougherty Valley Standby Charge District 2001-1 on the Contra Costa County Secured Property Tax Roll for Fiscal Year 2026

President Goel announced the item and declared the Public Hearing open. He asked for the staff presentation. Finance Supervisor Alberto Hernandez reviewed the item for the Board.

President Goel inquired if there were any comments from the public. There was no public comment received. President Goel declared the Public Hearing closed. The Board had no further discussion.

Director Johnson MOVED to approve Resolution No. 21-25, Adopting Engineer's Report and Directing the Levy of Annual Assessments in the Dublin San Ramon Services District Dougherty Valley Standby Charge District 2001-1 for Fiscal Year 2026. Director Vonheeder-Leopold SECONDED the MOTION, which CARRIED with FIVE AYES.

8.B. Public Hearing: Adopt Annual Dougherty Valley Incremental State Water Project Charge Report and Direct Levy of the Dougherty Valley Incremental State Water Project Charge for Non-Governmental Parcels on the Contra Costa County Secured Property Tax Roll for Fiscal Year 2026 and for Government Potable Water Customers on Utility Bills

President Goel announced the item and declared the Public Hearing open. He asked for the staff presentation. Finance Supervisor Hernandez reviewed the item for the Board.

President Goel inquired if there were any comments from the public. There was no public comment received. President Goel declared the Public Hearing closed.

Vice President Halket stated for the record that this is a Zone 7 Water Agency (Zone 7) charge for providing State Water Project water to customers in Dougherty Valley (DV) and is consistent with what is charged to its customers in Dublin. Because Zone 7 resides in Alameda County, it does not have a mechanism to directly charge its DV customers in Contra Costa County. DSRSD facilitates the collection of the charges on the Contra Costa County tax roll and passes the payments through to Zone 7. The maximum DV charge was set in 2001, when DSRSD formed the DV Standby Charge District 2001-1. The cost has risen beyond the anticipated inflationary increases forecasted at such time; thus, the incremental charge was established to cover the difference between the maximum DV assessment charge and the current State Water Project's cost of service for DV customers.

The Board and staff discussed the history, uniqueness, and challenges presented by the two DV annual charges, outreach regarding this year's levies and responses to customer comments, and possible updates for future outreach efforts (i.e., AquaHawk Customer Portal messaging, leveraging social media tools, providing new homeowner notification, and sharing customer feedback with Zone 7). Staff confirmed they will continue to evaluate the District's notification methods and verbiage to improve clarity for customers regarding future levy items.

Director Johnson MOVED to approve Resolution No. 22-25, Adopting the Annual Dougherty Valley Incremental State Water Project Charge Report and Directing the Levy and Collection of the Dougherty Valley Incremental State Water Project Charge on the Contra Costa County Tax Roll for Non-Governmental Parcels and on the Utility Bills for Governmental Customers for Fiscal Year 2026. Director Govindarao SECONDED the MOTION, which CARRIED with FIVE AYES.

8.C. Public Hearing: Approve Annual Wastewater Service Charges Levy Report and Direct Levy and Collection of Wastewater Service Charges for Fiscal Year 2026 on the Alameda County and Contra Costa County Secured Property Tax Rolls

President Goel announced the item and declared the Public Hearing open. He asked for the staff presentation. Finance Supervisor Hernandez reviewed the item for the Board.

President Goel inquired if there were any comments from the public. There was no public comment received. President Goel declared the Public Hearing closed. The Board had no further discussion.

Vice President Halket MOVED to approve Resolution No. 23-25, Approving the Annual Wastewater Service Charges Levy Report and Directing the Levy and Collection of Wastewater Service Charges on the Alameda County and Contra Costa County Secured Property Tax Rolls for Fiscal Year 2026. Director Vonheeder-Leopold SECONDED the MOTION, which CARRIED with FIVE AYES.

9. REPORTS

9.A. Boardmember Items

9.A.1. Joint Powers Authority and Committee Reports – None

9.A.2. Submittal of Written Reports for Day of Service Events Attended by Directors

Director Vonheeder-Leopold submitted a written report to Executive Services Supervisor/District Secretary Genzale. She reported that she attended the virtual Alameda County Special Districts Association Executive Committee meeting on June 11. She summarized the activities and discussions at the meeting.

9.A.3. Request New Agenda Item(s) for a Future Board or Committee Agenda

President Goel requested an item be scheduled for an upcoming meeting regarding the District's social media use, protocols, and viewership statistics for the District's service area in each of Alameda and Contra Costa Counties and the District's five voting divisions. Director Johnson additionally requested that the item include information regarding the Board's role for engaging in social media.

9.B. Staff Reports

9.B.1. General Manager Monthly Report

General Manager Lee reviewed the report for the Board. She also reported on the following item:

- The DSRSD/Dublin Liaison Committee meeting will be held on Monday, June 23 at 4 p.m. at the City of Dublin.

10. CLOSED SESSION

At 6:44 p.m. the Board went into Closed Session.

10.A. Conference with Labor Negotiators Pursuant to Government Code Section 54957.6

Agency Negotiators:	Jan Lee, General Manager Michelle Gallardo, Administrative Services Director Samantha Koehler, Human Resources and Risk Manager
Employee Organizations:	1. Stationary Engineers, Local 39 2. International Federation of Professional and Technical Employees, Local 21 3. Mid-Management Employees Bargaining Unit 4. Unrepresented Employees
Additional Attendees:	Cepideh Roufougar, Jackson Lewis P.C.

11. REPORT FROM CLOSED SESSION

At 8:09 p.m. the Board came out of Closed Session. President Goel announced that there was no reportable action.

12. ADJOURNMENT

President Goel adjourned the meeting at 8:10 p.m.

Submitted by,

Nicole Genzale, CMC
Executive Services Supervisor/District Secretary

Dublin San Ramon Services District
Water, wastewater, recycled water

STAFF REPORT

Meeting Date: July 1, 2025

TITLE: Adopt the 2025 Sewer System Management Plan Update

RECOMMENDATION:

Staff recommends the Board of Directors adopt, by Resolution, the District's 2025 Sewer System Management Plan (SSMP) update.

SUMMARY:

The State Water Resources Control Board (SWRCB) adopted the Statewide Waste Discharge Requirements for Sanitary Sewer Systems General Order (Order) on December 6, 2022. The Order requires public agencies that own or operate sanitary sewer systems to develop and implement sewer system management plans (SSMP), which must be approved by the governing body. An SSMP is a comprehensive plan that details how an agency will operate and maintain their collection system. The Order requires SSMPs to be internally audited every three years and updated every six years. In January 2025, staff completed an audit of District's SSMP, originally adopted in 2007, for the audit period 2021 through 2024. Based on the results of the audit and after an evaluation of the District's compliance with the Order, staff prepared an updated 2025 SSMP and recommends the Board of Directors consider adoption of the 2025 SSMP Update on July 1, 2025. If adopted, staff will submit the SSMP to the SWRCB in advance of the required August 2, 2025, due date.

BACKGROUND:

The District owns and operates a wastewater collection system which consists of approximately 32,000 sewer connections. A map of the system is shown in Figure 1. The system includes 232 miles of gravity mains (which are pipelines that rely on gravity to move wastewater), 75 feet of force main (which are pipelines that use pumps to convey wastewater), one lift station, three sewer siphons, and 30 gravity creek crossings. DSRSD's wastewater service area includes the City of Dublin and the southern portion of the City of San Ramon, encompassing approximately 13,340 acres, or 20.85 square miles.

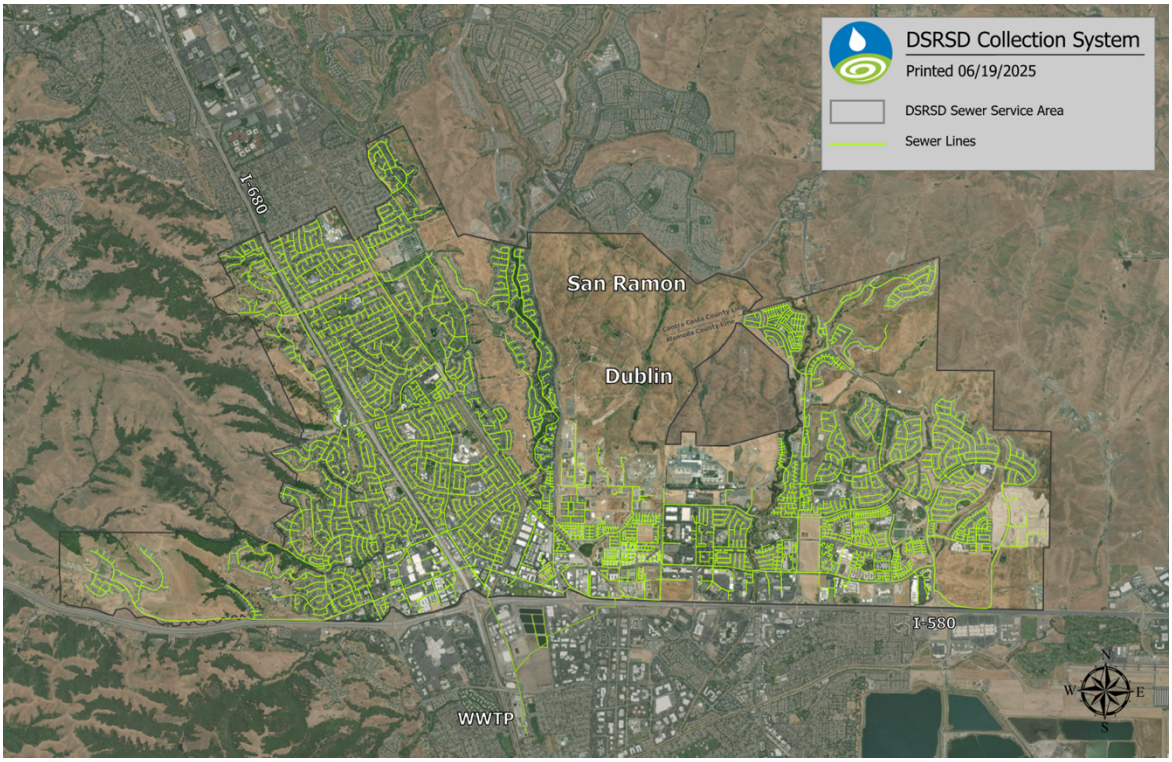
Wastewater is conveyed through the collection system to the DSRSD Wastewater Treatment Plant (WWTP) for treatment and eventual disposal. The City of Pleasanton owns, operates, and maintains a separate sanitary sewer system that delivers wastewater to the WWTP, where DSRSD provides wastewater treatment by contract.

To provide a consistent, statewide regulatory approach to address sanitary sewer spills, the SWRCB adopted the Statewide Waste Discharge Requirements for Sanitary Sewer Systems General Order (Order) on December 6, 2022. The Order requires public agencies that own or operate sanitary sewer systems to develop and implement sewer system management plans (SSMP), which must be approved by the governing body. An SSMP is developed specifically for the size and complexity of an agency's sewer system. The Sewer System Management Plan is a comprehensive plan that details the strategies and activities the agency will use to operate and maintain their collection system effectively.

The District's SSMP was first adopted by the Board on September 18, 2007, and has been audited and updated periodically, in compliance with previous regulations. The District's SSMP was last adopted by the Board in 2020. In January 2025, staff completed the most recent audit of District's SSMP for the audit period 2021 through 2024.

Originating Department: Engineering and Technical Services	**Contact: D. Ward/S. Delight**	**Legal Review: Not Required**
Financial Review: Not Required	**Cost and Funding Source: Local Wastewater Operations (Fund 200)**	
Attachments: ☐ None ☒ Resolution ☐ Ordinance ☐ Task Order ☐ Proclamation ☐ Other (see list on right)		

Figure 1 – DSRSD Wastewater Collection System Service Area Map



DISCUSSION:

In July 2024, the District hired Causey Consulting, a professional wastewater consulting firm, to perform a scheduled internal audit of the SSMP, evaluate the District's compliance with the Order, and prepare the 2025 SSMP update. In January 2025, staff completed the audit for the audit period 2021 through 2024. The 2025 SSMP update was subsequently prepared in accordance with the requirements of the Order.

The SSMP is broken into 11 "elements," shown below. Details of each element can be found in the SSMP (Exhibit A).

Element 1: SSMP Goal and Introduction
Element 2: Organization
Element 3: Legal Authority
Element 4: Operations and Maintenance Program
Element 5: Design and Construction Standards
Element 6: Spill Emergency Response Plan
Element 7: Sewer Pipe Blockage Control Program
Element 8: System Evaluation and Capacity Assurance Plan
Element 9: Monitoring, Tracking and Reporting System
Element 10: SSMP Audits
Element 11: Communication Program

Key Updates of the Order:

Below are a few key updates to the 2025 SSMP:

- The Order requires SSMPs to be internally audited every three years and updated every six years. The previous Order required auditing every two years and updating every five years. The 2025 SSMP incorporates this change in the Audit program contained in Element 10.
- The spill emergency response plan (Element 6) was significantly revised to establish new spill categories and reporting timelines. For example, more stringent training requirements, the addition of Category 4 spills, and including the reporting of owner owned or operated laterals category.

- The 2025 SSMP contains revised and consolidated goals, which aim to provide a plan and schedule to:
    - Properly manage, operate, and maintain all parts of the District's sanitary sewer system
    - Reduce and prevent spills
    - Contain and mitigate spills that do occur
- The System Evaluation and Capacity Assurance Plan (Element 8) included added requirements to evaluate prioritization of capital replacement.
- The 2025 SSMP includes an updated cleaning program with defined intervals to ensure proper operations, along with a revised closed-circuit television (CCTV) schedule to inspect and assess the condition of the system pipelines.
- Updates to clarify responsibility of customer sewer laterals are included in the 2025 SSMP to define roles and responsibility for system maintenance.
- The Monitoring, Measurement and Program Modification section (Element 9) added requirements for adaptive management of the sewer program, established new key performance indicators and the requirement for identifying and illustrating spill trends and operation performance results.

FISCAL IMPACT:

The adopted Operating Budget includes sufficient resources, contract services, and funding for the District to operate and maintain the collection system in compliance with the 2025 SSMP.

NEXT STEPS:

Staff recommends the Board of Directors consider adoption of the SSMP at the Board meeting on July 1, 2025. If adopted, staff will submit the 2025 SSMP to the SWRCB for approval by August 2, 2025. Upon approval from the SWRCB, the revised three-year audit and six-year update schedule will commence.

RESOLUTION NO. _____

RESOLUTION OF THE BOARD OF DIRECTORS OF DUBLIN SAN RAMON SERVICES DISTRICT ADOPTING THE 2025 SEWER SYSTEM MANAGEMENT PLAN (SSMP) UPDATE

WHEREAS, Dublin San Ramon Services District owns and operates a sewer collection system; and

WHEREAS, the State Water Resources Control Board adopted the Statewide Waste Discharge Requirements General Order WQ 2022-0103-DWQ (Order) on December 6, 2022, which established updated requirements for sewer collection systems; and

WHEREAS, the Order requires the preparation of a Sewer System Management Plan (SSMP) by all agencies enrolled under the Order; and

WHEREAS, the Order requires the SSMP be adopted by the governing body of the agency at a public meeting.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF DUBLIN SAN RAMON SERVICES DISTRICT, a public agency located in the Counties of Alameda and Contra Costa, California, as follows:

1. The 2025 Sewer System Management Plan dated July 2025, attached as Exhibit "A," is hereby adopted.

2. The Legally Responsible Official, as designated in the 2025 SSMP, is authorized to submit the 2025 SSMP to the State Water Resources Control Board.

ADOPTED by the Board of Directors of Dublin San Ramon Services District, a public agency in the State of California, Counties of Alameda and Contra Costa, at its regular meeting held on the 1st day of July, 2025, and passed by the following vote:

AYES:

NOES:

ABSENT:

_____
Arun Goel, President

ATTEST: _____
Nicole Genzale, District Secretary

Dublin San Ramon Services District

Water, wastewater, recycled water

Dublin San Ramon Services District Sewer System Management Plan July 2025

WDID 2SSO10128

Originally Prepared: March 2007

Updated 2007, 2012, 2018, and 2025

Table of Contents

Table of Tables

Table of Figures

List of Abbreviations and Acronyms

Acronym	Definition
ABS	Acrylonitrile Butadiene Styrene Pipe
AC	Asbestos Cement Pipe
AWWA	American Water Works Association
BAAPG	Bay Area Pollution Prevention Group
BACWA	Bay Area Clean Water Agencies
BMP	Best Management Practice
CCTV	Closed Circuit Television
CEQA	California Environmental Quality Act
CI	Cast Iron Pipe
CIP	Capital Improvement Plan
CIPP	Cast In Place Pipe
CIWQS	California Integrated Water Quality System
CMMS	Computerized Maintenance Management System – Central Square
COF	Consequence of Failure
CWEA	California Water Environment Association
DIP	Ductile Iron Pipe
District	Dublin San Ramon Services District
DS	Data Submitter
DSRSD	Dublin San Ramon Services District
DWQ	State Department of Water Quality
EALS	East Amador Lift Station
EBMUD	East Bay Municipal Utility District
FCI	Federal Correctional Institute
FOF	Field Operations Facility, 7035 Commerce Circle, Pleasanton
FOG	Fats, Oils, Grease
FSE	Food Service Establishment
FY	Fiscal Year
GIS	Geographical Information System

Acronym	Definition
GWDR	General Waste Discharge Requirements
GWI	Groundwater Infiltration
HDPE	High-Density Polyethylene Pipe
IAP	Improvement Action Plan
I/I	Infiltration / Inflow
ISO	International Organization for Standardization
LAVWMA	Livermore-Amador Valley Water Management Agency
LF	Linear Feet
LMS	Learning Management System
LOF	Likelihood of Failure
LRO	Legally Responsible Official
LS	Lift Station
MACP	Manhole Assessment Certification Program
MRP	Monitoring and Reporting Plan
NASSCO	National Association of Sanitary Sewer Companies
NOAA	National Oceanic and Atmospheric Administration
NPDES	National Pollution Discharge Elimination System Order R2-2022-0024 Permit CA0037613
O&M	Operation and Maintenance
OES	Office of Emergency Services
PACP	Pipe Assessment Certification Program
Plan	Sewer System Management Plan
PVC	Polyvinyl Chloride Pipe
RDI/I	Rainfall-Dependent Infiltration and Inflow
RCP	Reinforced Concrete Pipe
RFTA	Reserved Forces Training Area
RWQCB	San Francisco Bay Regional Water Quality Control Board
SCADA	Supervisory Control and Data Acquisition
SERP	Spill Emergency Response Plan
SOP	Standard Operating Procedure

Acronym	Definition
Spill	SSO or Sanitary Sewer Overflow
SQL	Structured Query Language
SSMP	Sewer System Management Plan
SSO	See Spill
SWRCB	State of California Water Resources Control Board
VCP	Vitrified Clay Pipe
WDID	Waste Discharge Identification Number 2SSO10128
WDR	Waste Discharge Requirements for Sanitary Sewer Systems
WO	Work Order
WQMP	Water Quality Monitoring Plan
WWTP	DSRSD Regional Wastewater Treatment Facility, 7399 Johnson Drive, Pleasanton

1.0 : Element 1 – SSMP Goal and Introduction

The goal of the Sewer System Management Plan (SSMP) is to provide a plan and schedule to: (1) properly manage, operate, and maintain all parts of the Enrollee's sanitary sewer system(s), (2) reduce and prevent spills, and (3) contain and mitigate spills that do occur.

The SSMP must include a narrative Introduction section that discusses the following items:

a. Regulatory Context

b. SSMP Update Schedule

c. Sewer System Asset Overview

1.1 : Regulatory Context

This SSMP describes the Dublin San Ramon Services District (DSRSD) wastewater collection system management activities. The purpose of these activities is to:

1. Maintain and improve the condition of the collection system infrastructure,
2. Control infiltration/inflow (I/I) and provide appropriate sewer capacity, and to
3. Minimize the number and impact of sanitary sewer spills that occur.

The State Water Resources Control Board (SWRCB) previously issued statewide waste discharge requirements for sanitary sewer systems which included requirements for development of an SSMP. The State Water Board requirements were outlined in Order No. 2006-0003-DWQ, Statewide General Waste Discharge Requirements for Sanitary Sewer Systems, dated May 2, 2006 (SSO WDR) and the Monitoring and Reporting Plan (MRP) WQ-2013-0058-Exec. These two SWRCB requirements were replaced on December 6, 2022, by SWRCB Order WQ 2022-0103-DWQ Statewide Waste Discharge Requirements, General Order for Sanitary Sewer Systems (General Order), which became effective for all enrolled agencies on June 5, 2023. In addition, DSRSD must also comply with the collection system requirements contained in NPDES permit no. CA0037613 effective September 1, 2022, overseen by the San Francisco Bay Regional Water Quality Control Board (RWQCB).

1.2 : SSMP Internal Audits and Update Schedule

The reissued WDR for sanitary sewers has been revised and defined new requirements for the auditing and updating of the Enrollee's SSMP including the preparation of internal audits of the SSMP. Audits must be completed, and an Internal Audit Report prepared covering a three-year period ending August 2, 2024. The Audit Report must then be completed, certified, and uploaded to the California Integrated Water Quality System (CIWQS) system no later than February 2, 2025. Upon completion of the audit, DSRSD must update the SSMP along with readoption by the DSRSD Board no later than August 2, 2025.

The next three-year audit period covers the period from August 3, 2024, through August 2, 2027. The Internal Audit Report must be completed, certified, and uploaded to CIWQS no later

than February 2, 2028. Thereafter, the internal audits shall be completed every three years on the same schedule.

The first SSMP revision under the General Order shall be publicly considered and approved by the DSRSD Board and uploaded and certified to CIWQS no later than August 2, 2025. Thereafter, the updates must be completed every six years from August 2, 2025. Failure by DSRSD in complying with the new audit and update schedule requires DSRSD to update the CIWQS system, notify the RWQCB with a justification for the failure to conduct them on time and a schedule for the completion of the audit and/or update. This does not change the required audit and update schedules for the future.

1.3 : Sewer System Asset Overview

DSRSD's wastewater collections service area includes the City of Dublin in Alameda County and the southern portion of the City of San Ramon in Contra Costa County. In addition to these areas, the service area includes Parks Reserve Forces Training Area (Parks RFTA, or Camp Parks). The flow from the wastewater collections service area is conveyed to the DSRSD Wastewater Treatment Plant (WWTP), which is located in the City of Pleasanton (Pleasanton). Pleasanton owns, operates, and maintains a separate sanitary sewer system that delivers wastewater to the WWTP. DSRSD's SSMP does not address Pleasanton's sewer system or its compliance with the RWQCB or SWRCB GWDR requirements.

The existing wastewater collections service area encompasses approximately 13,340 acres, or 20.85 square miles. It should be noted that the District's wastewater collections service area is different than both the wastewater treatment service area and the water service area.

The District's wastewater collection system extends to the Regional Dublin Trunk Sewer Line that traverses north to south in the City of Pleasanton from manhole V21A2-13 and ends at the Regional Wastewater Treatment Facility (A92-25- Seventh Supplemental Agreement). The East Amador Lift Station (EALS) that is located inside the WWTP is a Regional Facility that is for the sole benefit and an integral part of the City of Pleasanton's Collection System. The EALS station is not part of and does not discharge into the District's collection System (A92-25 10/29/92).

The collection system conveys wastewater primarily by gravity to the WWTP, which is located south of the District's wastewater collections service area on Johnson Drive, in the City of Pleasanton. Generally, wastewater flows by gravity from the northwest to the south and from the east to the west and then to the south within the wastewater collections service area. The collection system consists of approximately 232 miles of gravity pipelines,75 feet of force main, 3 siphons, 30 gravity creek crossings, and one permanent lift station. **Table 1 – 1** provides a breakdown of the service connections by customer class in the District. A map of the District's collection system service area is shown on **Figure 1 – 1**. The gravity pipelines, force mains, and lift station that comprise the collection system are described in more detail in the following sections.

1.4 : District Goals

The goals of the DSRSD SSMP are as follows:

1. Properly manage, operate, and maintain all portions of the District's wastewater collection system to ensure we provide our customers the most reliable collection system possible.
2. Minimize the frequency of Sanitary Sewer Spills.
3. Mitigate the impacts associated with Spills.

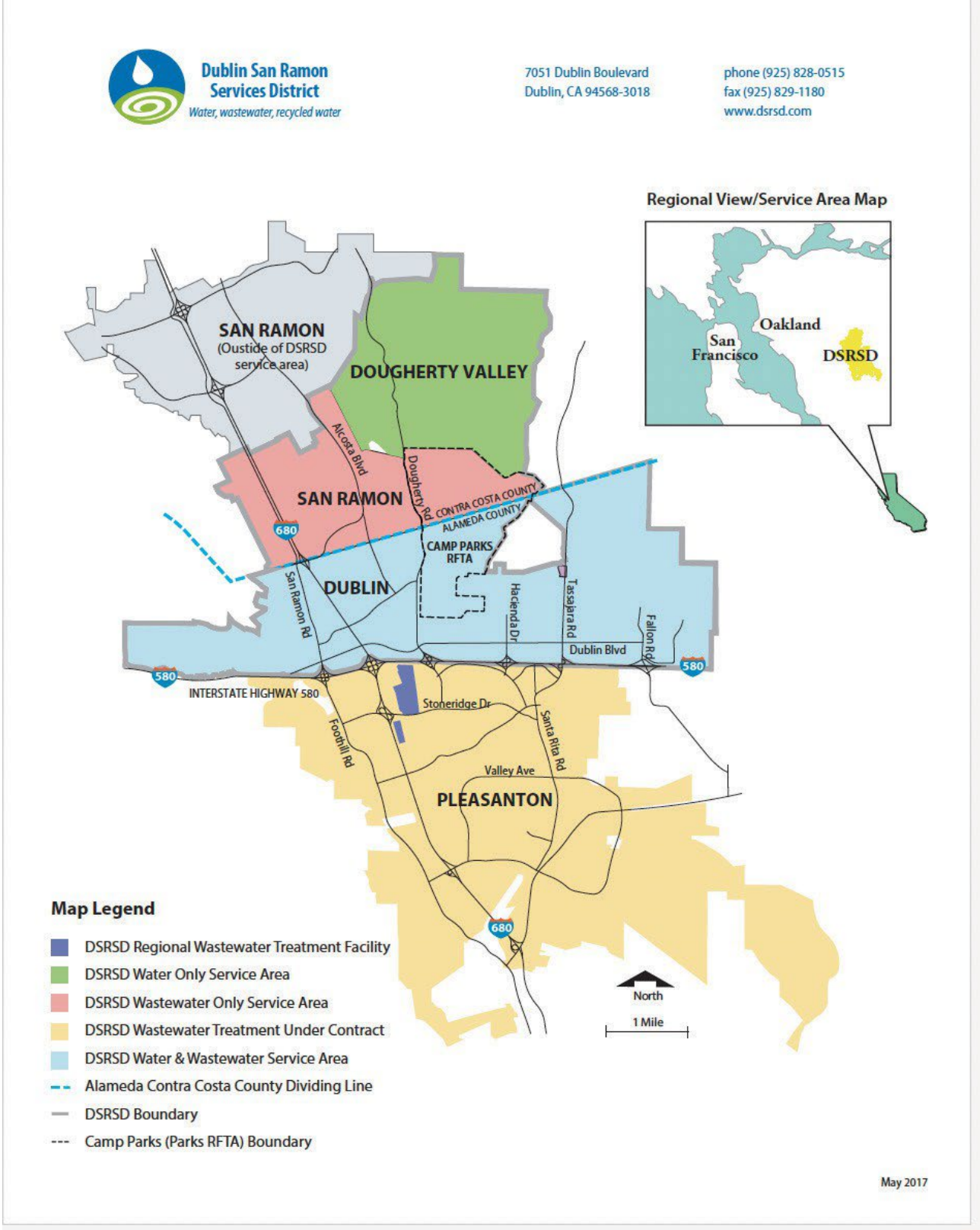
SSMP goals support District goals, as stated in the current five-year Strategic Plan:

1. Strategic Plan FY 2026-FY2030 - https://www.dsrsd.com/about-us/strategic-plan

Table 1 – 1: DSRSD Service Connections by Customer Class

Customer Class	Number of Accounts	Percentage
Single Family	24,681	77.7%
Multi-Family	6,490	20.4%
Commercial	567	1.8%
Industrial	3	0.001%
Institutional	38	0.012%
Totals	**31,779**	**100.00%**

Figure 1 – 1: DSRSD Service Area



The following tables provide information on the sewer program assets under management by DSRSD.

Table 1 – 2: Gravity Pipeline Asset Information by Pipe Size

Diameter, inches	Number of Line Segments	Pipe Length, linear feet	Portion of Sewer System, %
4	0	0	0%
6	278	39,382	3.21%
8	5,663	980,223	79.92%
10	342	78,888	6.43%
12	281	51,257	4.18%
15	81	21,383	1.74%
18	31	6,051	0.49%
21	3	1,482	0.12%
24	69	16,075	1.31%
27	18	4,712	0.38%
30	15	3,737	0.30%
33	6	2,623	0.21%
36	60	16,140	1.32%
39	2	443	0.04%
42	17	3,968	0.33%
48	0	0	0%
Unknown	0	0	0%
Total	**6,866**	**1,226,434**	**100%**
Total Miles		**232.3**	

Table 1 – 3: Gravity Pipeline Asset Information by Pipe Material

Material	Number of Line Segments	Pipe Length, linear feet	Percent of Sewer System
ABS	46	9,215	0.75%
AC	27	5,354	0.44%
CI	1	414	0.03%

Material	Number of Line Segments	Pipe Length, linear feet	Percent of Sewer System
DIP	49	8,779	0.72%
HDPE	1	394	0.03%
PVC	4,395	691,232	56.36%
RCP	104	27,743	2.26%
STEEL	1	150	0.01%
VCP	2,257	483,153	39.39%
Unknown	0	0	0
Total	**6,866**	**1,226,434**	**100%**

Source: GIS 10/30/2023.

Table 1 – 4: Gravity Pipeline Asset Information by Pipe Age

Age, Years	Construction Period	Percent of System*	Linear Feet of Main
0-20	2000 – Current	45%	555,776
16 – 35	1980 – 1999	23%	287,328
36 – 55	1960 – 1979	30%	367,144
56 – 75	1940 – 1959	1%	16,186
76 – 95	1920 – 1939	0	0
95 – 115	1900 – 1119	0	0
>115	Before 1900	0	0
Unk	Unknown	0	0
Total, linear feet		**1,226,434**	
Total Miles		**232.28**	

* Source: CIWQS Collection System Questionnaire.

Table 1 – 5: Sewer Lift Station Asset Information

Pump Station Name	Location	Construction or Upgrade Date	No. Pumps	Pump Capacity gpm	Pump Manufacturer	Pump HP	Standby Generation KW
Dublin Blvd LS1	6715 Dublin Blvd	2022	2	300	Flygt	3	#423 150KW

Table 1 – 6: Pressure Force Main Asset Information

Lift Station Name	Construction or Upgrade Date	Length Linear Feet	Size Inches	Material
Dublin Blvd LS1	2019	75	6	DIP
Total Pressure Mains, linear feet		**75'**		
Total Pressure Mains, Miles		**0.005**		

Table 1 – 7: Sewer System Siphon Assets

Siphon Location	Construction Date	Length Linear Feet	Size Inches	Pipe Material
Maymont Sewer Siphon	2008	172	8	DIP
FCI – across from Goodfellow Ave	1952	59	8	VCP
Dublin Blvd. Siphon	1961	135	8	VCP
Total		**366**		

1.5 : References

- General Order Attachment D1
- DSRSD Sewer Cost of Service Study, May 2023

2.0 : Element 2 – Organization

The SSMP must identify:

a. The name of the Legally Responsible Official as required in Section 5.1 of the General Order;

b. The position titles, telephone, and email addresses for management, administrative, and maintenance positions responsible for implementing specific SSMP Elements;

c. Organizational lines of authority; and

d. Chain of communication for reporting spills, from receipt of complaint or other information, including the person responsible for reporting spills to the SWRCB, RWQCB, and other agencies as applicable (for example, County Health Officer, County Health Agency, and State Office of Emergency Services).

2.1 : Organization Chart and Contact Information

DSRSD was established in 1953 as a special community services district. The District provides water and wastewater services to the City of Dublin, water services to the Dougherty Valley area of San Ramon, and wastewater services to portions of southern San Ramon. The District is governed by a five-member Board of Directors elected by voting Divisions. Directors serve four-year terms. The District Board meets on the first and third Tuesdays of each month, with special meetings called as necessary. Daily management is carried out by the General Manager, who oversees the District's staff and reports directly to the Board of Directors. Information about the Board and the election system can be found on the District's website at https://www.dsrsd.com/about-us/elections.

2.2 : Organization Chart

The organization chart for the management, operation, and maintenance of the District's wastewater collection system is shown in **Figure 2 – 1** at the end of this Element. The organization chart is updated frequently, and the latest version can be viewed on the District's website at http://www.dsrsd.com/careers/organizational-chart.

2.3 : Authorized Representatives

The District's staff with a role in implementation of the SSMP are identified in **Table 2 – 1** along with their roles and responsibilities as they relate to the collection system operations. Additionally, District staff responsible for the reporting and certification of spill reports through CIWQS are identified as either a Legally Responsible Official (LRO) or Data Submitter (DS), as appropriate. Staff designated as either LRO or DS are responsible for the reporting of spills to the SWRCB. The LRO is responsible for certifying these reports.

2.4 : DSRSD Position Descriptions

Positions responsible for management and implementation of the sewer program and SSMP are discussed below:

General Manager – Under broad policy direction of the Board of Directors; to be directly responsible to the Board for all affairs of the District including administration, operations, engineering and related support activities and to serve as Security Officer and Employer Employee Relations Officer. The General Manager is charged with successfully utilizing all resources, both internal and external, to forward the mission of the District and to achieve District objectives and goals. The General Manager serves as a highly visible representative of and advocate for the District within the service area, region, state, and nation.

Engineering Services Director – Under general direction and as part of the Senior Management team, serves as the District Engineer and as the Department Director for the Engineering Services Department including engineering, environmental services, and capital projects. Provides administrative and operational management in assigned areas to advance the goals and mission of the District. Coordinates activities with other Departments and with external organizations.

Senior Engineer – Under direction, plans, organizes, and provides direction and oversight for an assigned engineering function; provides supervision to assigned professional and technical staff; plans, manages, and performs complex professional engineering activities in the planning, design, construction, and operation of wastewater treatment and collection systems, recycled water treatment and distribution systems, water distribution systems, and other District facilities; ensures that functions meet all applicable laws, regulations, and District policies; provides professional assistance to District management staff in areas of expertise; fosters cooperative working relationships with intergovernmental and regulatory agencies; and performs other duties as assigned.

Engineering/GIS Analyst – Under direct or general supervision, performs a variety of para-professional engineering assignments including implementation and maintenance of the Geographic Information System (GIS); assists in developing conditions for proposed development projects and assures California Environmental Quality Act (CEQA) compliance; provides technical assistance at the public information counter and implements District procedures for development review and permit tracking; reviews and prepares development drawings, plans and specifications for construction projects; and performs other related duties as required.

Water/Wastewater System Superintendent (LRO) – Under general direction, manages, administers, and provides direction and oversight of the Field Operations division for a comprehensive water distribution, wastewater collection, and recycled water distribution operations and maintenance program; manages and coordinates the installation, operation, maintenance, and repair of wastewater collection and water distribution systems including underground lines and related facilities; ensures capital improvement and asset management plans for the distribution and collection systems meet operational and regulatory needs; ensures that division operations and maintenance functions meet all applicable laws, regulations, and District policies; provides professional assistance to District management

staff in areas of expertise; fosters cooperative working relationships with intergovernmental and regulatory agencies; and performs other related duties, as assigned.

Water/Wastewater Systems Supervisor (DS) – Under direction, organizes and provides direction and oversight for a section for a comprehensive operations, maintenance, and repair program for potable water and recycled water facilities or for sewer collection systems; provides direct and general supervision to assigned staff; ensures that division operations and maintenance functions meet applicable laws, regulations, and District policies; performs special project work related to capital improvements and private development; and performs related duties, as assigned.

Senior Water/Wastewater Operator – Under general supervision, plans, coordinates, and implements a comprehensive operations, maintenance, and repair program for major potable water, recycled water facilities, and for major sewer collection systems; provides lead direction to assigned staff; sets priorities and directs the work of assigned staff on a project or day-to-day basis; performs the full range of work in support of District system installation, inspection, preventive and corrective maintenance and repair activities, including heavy equipment and stationary and mobile equipment operation; performs special project work related to capital improvements; acts as the supervisor of the Field Operations division on a relief basis; and performs related duties, as assigned.

Water/Wastewater Operator I – II – Under direct or general supervision, performs a broad range of skilled and semi-skilled duties associated with the operation, maintenance and repair of major water, wastewater and recycled water facilities. The Water/Wastewater Systems Operator is a multi-skilled position, required to perform a variety of tasks including, but not limited to, repair, treatment and process calculations, asset calibration, maintenance, quality control, safety, automation, and problem solving; and performs related duties, as assigned.

Construction Inspector – Under direct or general supervision, performs a variety of routine duties related to field inspections of water, recycled water, and wastewater collection systems infrastructure construction projects; ensures compliance with District's standards and specifications; enforces safe work practices at construction sites; and performs other duties as required.

Administrative Assistant I – II – Under direct or general supervision, learns and performs a variety of office administrative and clerical duties in support of an assigned District department; provides general administrative support to designated supervisory or management staff; coordinates assigned programs, projects, and services with other District departments, divisions, and outside agencies; provides general information and assistance to the public; and performs other related duties as required.

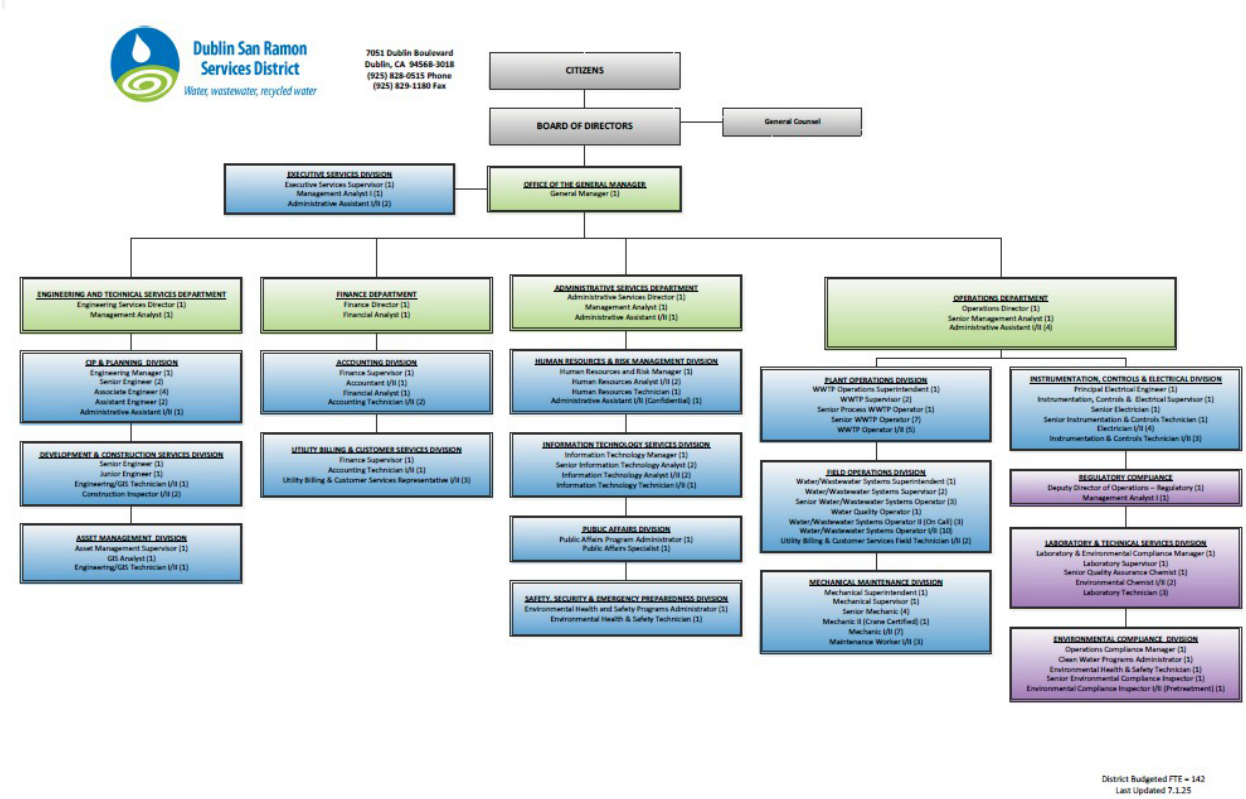
Operations Director (LRO) – Under general direction and as part of the Senior Management team, serves as the Department Director for the Operations Department including wastewater treatment, potable water, recycled water, and sewer collections. Provides administrative and

operational management in assigned areas to advance the goals and mission of the District. Coordinates activities with other Departments and with external organizations.

Operations Compliance Manager – Under general direction, manages, organizes, and provides direction and oversight for the activities, operations, and services affiliated with support services for District operations including the regulatory compliance and the environmental, safety, and health compliance programs; evaluates, develops, and implements regulatory actions to ensure operations and assigned functions comply with applicable laws and regulations, as well as industry standards; provides professional assistance to the District's management staff in areas of expertise; interfaces with Federal, State and regulatory agencies; assists in the coordination and implementation of intergovernmental activities and regulatory programs in conjunction with other local, state, and national agencies; and performs related duties as assigned.

Public Affairs Program Administrator – Under direction, plans, develops, coordinates, and implements the District's public affairs program, including public information, community education and outreach, customer relations, media relations, and visual communications and graphic design functions and activities; provides technical and functional direction to staff and oversees consultant contracts; provides professional assistance to District management staff in areas of expertise; performs the full range of work in support of the District's public affairs programs; and performs other related duties as assigned.

Figure 2 – 1: Dublin San Ramon Services District Organization Chart



2.5 : Responsible and Authorized Representatives

The District's authorized LROs, registered with CIWQS, are able to certify spill reports. The General Manager has authorized the Operations Director and the Water/Wastewater Systems Superintendent to prepare and submit electronic reports. The designated Data Submitters are authorized to enter spill data and other WDR required information into the CIWQS system prior to LRO approval and certification.

Table 2 – 1: Responsible Officials for Sewer System Management Plan

Element	Element Name	Responsible Official	Phone	Email
1	Introduction and Goals	General Manager	925-875-2200	jlee@dsrsd.com
2	Organization	General Manager	925-875-2200	jlee@dsrsd.com
3	Legal Authority	General Manager	925-875-2200	jlee@dsrsd.com
4	O&M Program	Operations Director (LRO)	925-875-2345	dgill@dsrsd.com
5	Design and Performance Provisions	Engineering Svc Director	925-875-2254	delight@dsrsd.com

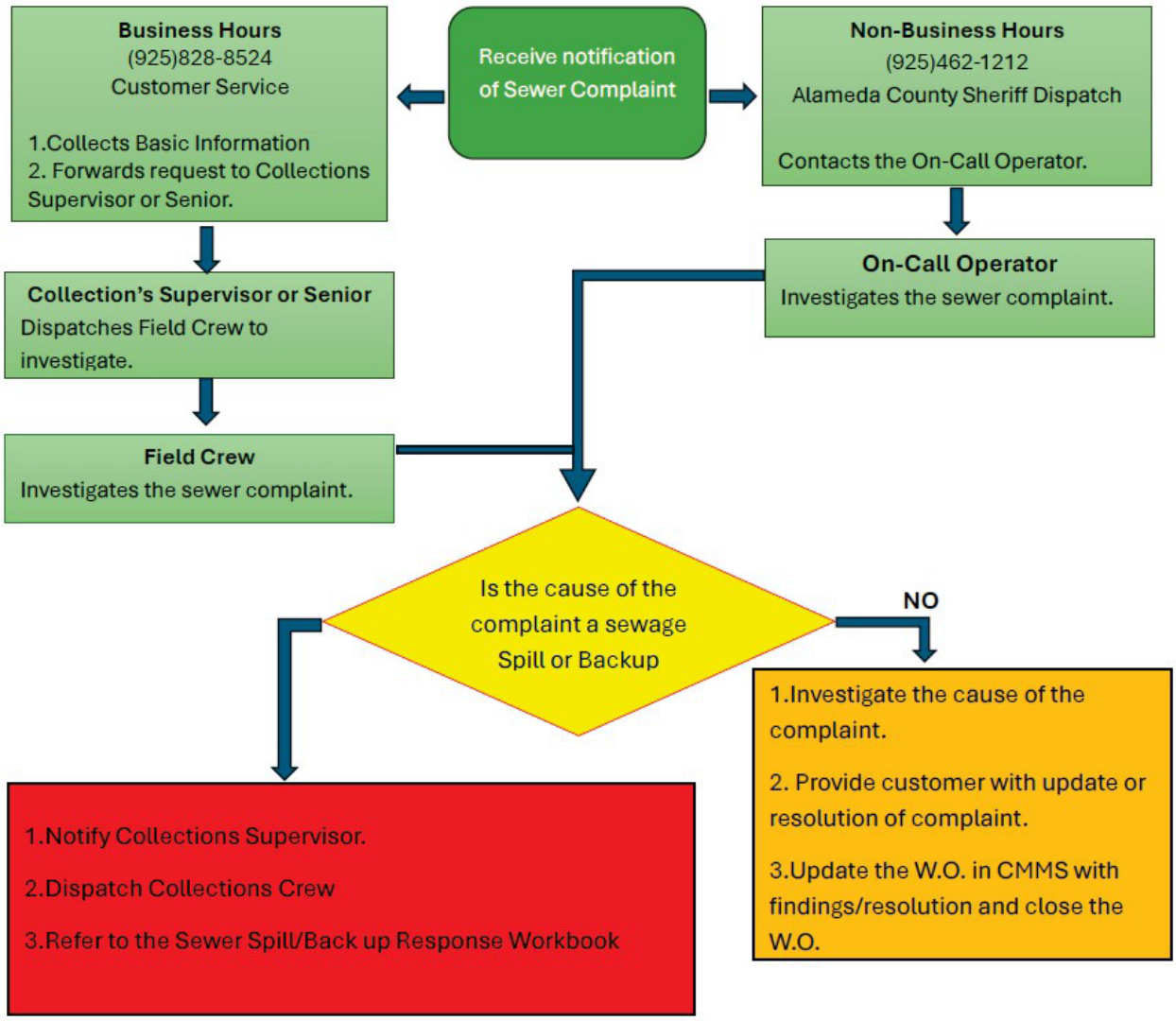
Element	Element Name	Responsible Official	Phone	Email
6	Spill Emergency Response Plan	Water/Wastewater Superintendent (LRO)	(925) 875-2367	byrum@dsrsd.com
7	Sewer Pipe Blockage Control Program	Operations Director (LRO)	925-875-2345	dgill@dsrsd.com
8	System Evaluation, Capacity Assurance, CIP	Engineering Svc Director	925-875-2254	delight@dsrsd.com
9	Monitoring, Measurement and Program Modifications	Operations Director (LRO)	925-875-2345	dgill@dsrsd.com
10	Internal Plan Audit	Operations Director (LRO)	925-875-2345	dgill@dsrsd.com
11	Communications	General Manager	925-875-2200	jlee@dsrsd.com
Appendix A	Plan Adoption Documents	Water/Wastewater Supervisor	(925) 875-2367	dward@dsrsd.com
Appendix B	Plan Internal Audit Reports	Water/Wastewater Supervisor	(925) 875-2367	dward@dsrsd.com
Appendix C	Plan Change Log	Water/Wastewater Supervisor	(925) 875-2367	dward@dsrsd.com
Appendix D	Spill Emergency Response Plan	Water/Wastewater Supervisor	(925) 875-2367	dward@dsrsd.com
Appendix E	Spill and Operational Performance Graphs	Water/Wastewater Supervisor	(925) 875-2367	dward@dsrsd.com

2.6 : Chain-of-Communication for Reporting and Responding to Spills

In response to a spill event, DSRSD staff immediately implement the Spill Emergency Response Plan (SERP), discussed in more detail in Element 6. The SERP provides direction for the immediate verbal and written notification of DSRSD staff and agencies. The chain-of-communication for reporting and responding to spills, as described in the SERP, is summarized in **Figure 2 – 2** below.

DSRSD's general chain-of-communications and a more detailed chain-of-communications is included in the Spill Response Workbook Section C-1, pages 1 to 4.

Figure 2 – 2: DSRSD General Chain of Communications



2.7 : References

- General Order, Attachment D2
- DSRSD Sewer Spill/Backup Response Workbook, dated July 16, 2023
- DSRSD Organization Chart dated July 1, 2025

3.0 : Element 3 – Legal Authority

Each Enrollee must demonstrate, through sanitary sewer system use ordinances, service agreements, or other legally binding procedures, that it possesses the necessary legal authority to:

a. Prevent illicit discharges into its sanitary sewer system (examples may include I/I; unauthorized stormwater, chemical dumping; unauthorized debris; roots, fats, oils, and grease; and trash, including rags and other debris that may cause blockages;

b. Obtain easement accessibility agreements for locations requiring sewer system operations and maintenance, as applicable;

c. Require that sewer system components and connections be properly designed and constructed;

d. Ensure access for maintenance, inspection, and/or repairs for portions of the service lateral owned or maintained by the Enrollee;

e. Enforce any violation of its sewer ordinances, services agreements, or other legally binding procedures; and

f. Obtain easement accessibility agreements for locations requiring sewer system operations and maintenance, as applicable.

3.1 : District Code

District Code contains legal authority for the SSMP required by the RWQCB and the SWRCB. Title 3 of the District Code is dedicated to application for water and wastewater services. Title 5 of the District Code is dedicated to wastewater service delivery. The code is posted on the District's website at: http://www.dsrsd.com/about-us/district-code.

The following subparagraphs of Chapters 3.20, 5.10, 5.20 and 5.30 are discussed in more detail below, as they pertain to proper design and construction of sewer and connections, maintenance access, prevention of illicit discharges, and enforcement measures:

- **Basis of Service**. Provides requirements for connection to and use of sanitary sewer facilities installed, altered, or repaired within the District's service area.
- **5.10 Wastewater Facilities Use Regulation and Protective Measures**. Includes provisions to protect the District's wastewater facilities, prevent and control pollution, and to protect human health.
- **5.20 Wastewater Discharge and Pretreatment Regulations**. Includes requirements to prevent discharge of pollutants into the District's wastewater facilities, enables the District to comply with all applicable State and Federal regulations, including the Clean Water Act and the General Pretreatment Regulations, and provides enforcement measures.

- **5.30 Rates and Charges**. Includes policies and provisions pertaining to fees, including service charges, billing and collection, and calculation of capacity reserve fees.

Table 3 – 1 presents the legal authority reference in DSRSD and California government codes for compliance with the SWRCB Waste Discharge Requirements.

Table 3 – 1: Summary of Legal Authorities

Legal Authority Issue	District Code
Prevent illicit discharges into the wastewater collection system.	5.20.040; 140; 180; 210; 300 to 370
Limit the discharge of fats, oils, and grease and other debris that may cause blockages.	5.20.040; 140
Require that sewers and connections be properly designed and constructed.	3.20.020 3.30.010 3.20.010; 060
Clearly define DSRSD responsibility.	5.10.080 A
Ensure access for maintenance, inspection, or repairs for portions of the service lateral owned or maintained by DSRSD.	5.10.080 A
Control I/I from private service laterals.	5.10.030B; 5.20.040 B12
Requirements to install grease removal devices (such as traps or interceptors), design standards for the grease removal devices, maintenance requirements, BMP requirements, record keeping and reporting requirements.	5.20.140
Authority to inspect grease producing facilities.	5.10.100 A
Enforce any violation of its sewer ordinances.	5.20.460 to .620 Government Code 54740 and 54740.5

3.2 : References

- General Order Attachment D3
- DSRSD District Code - https://www.dsrsd.com/about-us/district-code
- California Government Code - https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=GOV&sectionNum=54740

4.0 : Element 4 – Operations and Maintenance Program

The SSMP must include the items listed below that are appropriate and applicable to the Enrollee's system:

a. Updated map of the sanitary sewer system

b. Preventative Operations and Maintenance

c. Training

d. Equipment Inventory

4.1 : Collection System Mapping

DSRSD currently uses a Geographic Information System (GIS) to create and maintain maps of its collection system facilities. The geo-database includes pipe and manhole inventory information, including length, size, material, rim and invert elevations, year of construction, surface cover, address and other notes. All of this information is available for mapping. The District has both basin maps (used to schedule maintenance activities) and grid maps. Field operators access GIS mapping in the field via portable electronic tablets. The field tablets access the District GIS via Wi-Fi and cellular telephone. Mapping is accessed via Field Maps mobile application for ArcGIS. Both are available in Android and iOS formats. Field observations to correct GIS data are made in the field and logged onto tablets using Inframap. A designated DSRSD staff member updates GIS based on the Inframap notations from the field. Record sewer drawings, as well as plans for pump stations and appurtenant facilities, are available electronically to all employees.

Storm conveyance system information has been added as a GIS layer for the City of Dublin and portions of San Ramon and Pleasanton. The District has worked with the cities of San Ramon and Pleasanton to obtain GIS storm drain information.

4.2 : Prioritized Preventive Maintenance

4.2.1 : Sewer Cleaning

Cleaning is accomplished via hydro cleaning by the District's Combo Hydro cleaning / Vacuum Trucks. The District's current goal is to clean the entire collection system in the next 5-7 years. The hydro cleaning schedule will work in parallel to the 10-year CCTV program. The information captured in the next 10 years will be utilized to continue to improve the current maintenance program. The scheduling of the Hydro cleaning maintenance program will incorporate asset condition, consequence of failure, pipe age, and other risk factors. Pipes with higher risk, higher flows, or proximity to surface waters may be cleaned with a greater frequency (2-5 years). Sewers that are newer, convey less flow, or pose less risk, may be scheduled for cleaning less often. The majority of the system is cleaned by District personnel. Contractors are and have been utilized in the past to help stay on the cleaning schedule and assist on lines larger than 15".

The schedule for pipeline cleaning, including Asset Type and Frequency is presented in **Table 4 – 1**.

Table 4 – 1: Pipeline Cleaning Interval

Asset	Frequency
Pipes15" and Smaller (District Staff)	5-7 years (Approx 221.1 miles)
Pipes 18" and Larger (District Staff & Contractor)	5-7 Years (Approx.11.4 miles)
Siphons	Monthly – Quarterly (0.13 miles)
Force Mains	Annually (0.01 miles)

Historical sewer line cleaning results are shown in **Table 4 – 2**. Blank rows are provided in historical cleaning and inspection tables as a place to record subsequent years' data.

Table 4 – 2: Historical Sewer Line Hydro Cleaning Results[1]

Year	In-House		Contracted		Total Percent of System
	Line Cleaned, linear feet	Line Cleaned, miles	Line Cleaned, linear feet	Line Cleaned, miles	
2012	137,787	26.10	0	0	11.50%
2013	167,444	31.71	0	0	13.97%
2014	24,485	4.64	0	0	2.04%
2015	209,002	39.58	0	0	17.44%
2016	354,187	67.08	239,152	45.29	49.50%
2017	252,291	47.8	92,206	17.46	28.74%
2018	66,133	12.53	0	0.00	5.52%
2019	64,654	12.25	0	0.00	5.39%
2020	89,065	16.87	0	0.00	7.43%
2021	144,465	27.36	0	0.00	12.05%
2022	126,988	24.05	40,880	7.74	14.01%
2023	150,487	28.50	0	0.00	12.53%
2024	226,125	42.83	0	0	18.87%
2025					

[1] Trouble-spot line footage only accounted for once per year (24,550').

4.2.2 : Trouble-Spots

The district currently has a Trouble-Spot program that includes approximately 77,000 feet of pipe. A sewer line is automatically placed on the trouble-spot list with a one-month cleaning frequency if it experiences an overflow or backup. After re-evaluation, a trouble-spot may be re-evaluated to determine the optimal cleaning interval. The optimal interval is the interval that allows the longest period between cleaning without causing a blockage or disruption of flow. District staff (Water/Wastewater Supervisor and/or Senior Water/Wastewater Operator) will evaluate pipe condition and determine the high-frequency cleaning interval. The cleaning intervals should be conservative to ensure performance. The footage cleaned changes each year depending on the criteria listed above and the date of last cleaning. In years when less cleaning is scheduled, operations staff will perform other maintenance tasks.

Table 4 – 3: Trouble-Spot Cleaning Frequencies

Frequency	Footage, feet
Monthly	1,358
Quarterly	8,476
Bi-Annual	12,109
Annual	2,607
Yearly Total	**Approx. 77,000**

Historical trouble-spot line cleaning results are shown in **Table 4 – 4**. Blank rows are provided in historical cleaning and inspection tables as a place to record subsequent years' data.

Table 4 – 4: Historical Sewer Line Hydro Cleaning Results –Trouble-Spot Only

Year	Line Cleaned, Linear feet	Line Cleaned, miles	Percent of System
2012	97,770	18.5	8.16%
2013	80,058	15.2	6.68%
2014	54,796	10.4	4.57%
2015	55,735	10.6	4.65%
2016	38,316	12.9	5.70%
2017	70,210	13.3	5.86%
2018	71,127	13.5	5.93%
2019	75,133	14.2	6.27%
2020	71,962	13.6	6.00%
2021	70,541	13.4	5.89%

Year	Line Cleaned, Linear feet	Line Cleaned, miles	Percent of System
2022	73,812	14.0	6.16%
2023	77,885	14.8	6.50%
2024	82,958	15.7	6.93%
2025			

4.2.3 : Preventative vs. Corrective Maintenance

The District also tracks whether collection system maintenance is preventative or corrective in nature. **Table 4 – 5** shows the number of work orders and associated hours by maintenance type. Note that maintenance effort shown here includes tasks for both pipelines and equipment (electrical, SCADA, pumps, etc.), and contracted preventative maintenance is not included, as hourly data were not available for contracted work.

Table 4 – 5: Preventative vs. Corrective Maintenance

Year	# of Work Orders		% of WOs with Labor Hours	Total Labor Hours	
	Preventative	Corrective		Preventative	Corrective
2012	73	4	100%	884	6
2013	210	9	99.10%	1,954	29
2014	82	26	96.30%	767	1066
2015	196	2	86.40%	2,188	4
2016	481	0	76.10%	5,581	0
2017	418	27	82.50%	6,197	0
2018	246	41	83.00%	4,004	0
2019	196	0	91.00%	2,582	0
2020	145	0	99.00%	594	0
2021	89	0	75.00%	536	0
2022	78	0	83.00%	611	0
2023	96	0	87.50%	728	0
2024	131	0	78.10%	1,831	0
Totals	**2,443**	**111**		**28,456**	**1,105**
%Total Maintenance	**95.90%**	**4.10%**		**95.70%**	**4.3%**

4.2.4 : Pressure Pipe and Siphons

DSRSD does not currently have a well-defined maintenance program for the pressure pipe from the lift station. The results of the future CCTV inspection of the force main will be utilized to develop the maintenance program. The force main is scoured daily with high-velocity flow from the station's pumps.

The District operates three siphons and has thirty creek crossings that are within the open channels. The Greenbrier siphon includes a flushing mechanism to enable automatic daily cleaning during cyclical low-flow periods, is equipped with instrumentation to allow remote monitoring and is included on the Trouble-Spot list of lines that are hydro-flushed every 3 months. The second siphon, located on Dublin Boulevard, has higher flows and is designed to be self-flushing. The third siphon is located just outside the Federal Correctional Institute (FCI) complex and is up for replacement in the future. The Dublin Boulevard siphon and the FCI siphon are both included in the Trouble-Spot list of lines that are hydro flushed every 1 month.

4.2.5 : Odor Control

The District has no official collection system odor control program in place. However, if odor complaints are received, District crews respond with an on-site investigation. The District typically receives relatively few odor complaints because manholes are cleaned at the same time as they are hydro flushed. All complaints are entered into the District's Central Square Computerized Maintenance Management System (CMMS) System.

4.2.6 : Investigation of Customer Complaints

The District places high priority on responding to customer complaints about sewer service. Complaints are generally related to sewer stoppages, overflows, or, less frequently, odors. Detailed information about communication flow and the District's response procedures are included in the District's SERP, which is discussed further in Element 6. Response is performed by collection system staff during work hours and the standby crew during non-working hours. Response includes making a field assessment of the complaint and taking the necessary actions required to resolve the problem. Increased preventive maintenance may be required to minimize recurrence of the issue.

4.2.7 : Root Control

The District has a formal root control program. Roots are noted as trouble-spots cleaned at an established frequency using mechanical methods, (chain flail or root cutter), and root foaming using diquat dibromide. Historical root treatment results are shown in **Table 4 – 6**.

Table 4 – 6: Historical Sewer Line Cleaning Results (Root Treatment)

Year	Line Treated, feet	Line Treated, miles	Percent of System
2012	0	0	0.0%
2013	930	0.18	0.1%
2015	0	0	0.0%
2016	0	0	0.0%
2017	33,177	6.28	2.8%
2018	37,579	7.12	3.1%
2019	0	0	0.0%
2020	37,634	7.13	3.1%
2021	29,512	5.59	2.5%
2022	37,634	7.13	3.1%
2023	29,512	5.59	2.5%
2024	29,669	5.62	2.5%

4.2.8 : Maintenance Management and Work Orders

The District's sewer system inventory is contained in CMMS. Manhole and pipe data in the CMMS are also linked to the District's GIS through use of common manhole and pipe identifiers. Attribute information stored in the database includes basin (geographic areas used as the basis for scheduling system cleaning and inspection), sewer map manhole numbers, pipe diameters and lengths, manhole diameters, rim and invert elevations, pipe and manhole materials, manhole cover type, pipe year of construction, surface cover, address, and other notes such as if the pipe is included in the Trouble-Spot cleaning schedule. The CMMS includes modules for generating work orders, maintaining system inventory and inspection information, and rating sewers based on inspection results. Any deficiencies noted during hydro flushing, specific trouble-spot information, and maintenance recommendations are logged in the District's Inframap field data collection system and then imported regularly into CMMS.

4.2.9 : Manhole Remote Monitoring

DSRSD currently utilizes four remote manhole monitoring devices in the sewer system for early warning of potential spills. The manhole monitoring devices provide real time remote data of the sewage level and approximate flow in four locations of our collection system. They help identify surcharge and provide early detection to prevent spills from occurring. Staff members are notified of alarms through their district phones and are able to monitor the devices through the Smart Cover mobile application.

4.2.10 : Private Sewer Laterals

Customer sewer laterals are owned by the private property owner. Private ownership begins at the building envelope, extending up to and including the connection to the mainline. The District owns only the mainline and mainline appurtenances, excluding the connection.

Maintenance, inspection, and repair of the lateral is the responsibility of the private property owner. Failures of the private sewer lateral are also the responsibility of the private property owner. DSRSD has developed a separate webpage titled "Taking Care of Your Sewer Lateral (https://www.dsrsd.com/outreach/who-s-responsible-for-pipeline-repairs/taking-care-of-your-sewer-lateral) with specific information for property owners. DSRSD does not have a lateral inspection program for customers.

4.2.11 : Private Lateral Spills

Private lateral sewage spills are the private property owner's responsibility. If District staff reports to and identifies a private lateral spill, the homeowner and governing city (Dublin or San Ramon) will be notified. The private property owner is responsible for cleaning up the area affected by the spill. The governing city is responsible for mitigating issues to their storm collection system. The District is not responsible for cleaning up the affected area or the City's storm collection system.

4.2.12 : Scheduled Inspections and Pipeline Condition Assessment

DSRSD has a comprehensive CCTV inspection program for its collection system. The plan is that all sewer lines will be inspected by video; manholes and other structures will be visually inspected as part of the process. The District uses internal crews and contractors selected by a competitive bid process to carry out this work. Virtually the entire collection system will be inspected every 10 years. Video inspection results are analyzed; sewer pipes needing immediate attention and modified cleaning activities/schedules and future sewer replacement or repairs are identified. Sewers identified for replacement are evaluated for other significant factors – maintenance accessibility, sewer capacity, and sewer stoppage history. The inspection schedules run from once every 10 years for pipes in excellent condition to more frequently for pipes in poor condition. The pipe defect data is collected via CCTV inspections. CCTV inspection staff systematically inspect the pipes and document findings using the NASSCO's Pipe Assessment Certification Program (PACP). Pipe defects are rated in accordance with the PACP defect coding system.

4.2.13 : Large Gravity Pipes

DSRSD has also commenced a dedicated inspection program for its larger sewer pipes (greater than 18" diameter) using high-definition imagery technology. This focused effort will further optimize DSRSD's condition assessment and maintenance activities for its critical larger pipes, which have different characteristics and operational considerations from the small-diameter sewer pipes. This inspection work has been outsourced to a specialized condition assessment contractor/consultant team.

Table 4 – 7: Pipeline Inspection Interval

Asset	Frequency
Pipes 15" and Smaller (District Staff)	10 years (Approx 216.5 miles)
Pipes 18" and Larger (Contractor)	10 Years (Approx.11.4 miles)
Siphons	10 Years (0.13 miles) ++
Force Mains	10 Years (0.01 miles)
Trouble-Spots	5-7 Years (4.6 miles)
Root Foam Warranty Inspections	As needed

DSRSD uses information from past CCTV inspections to establish the criticality of sewer segments to prioritize and schedule problem areas for enhanced cleaning, replacement or repair based on criteria set by DSRSD's engineering and maintenance staff. The complete history of maintenance operations and performance is housed in the CMMS system.

4.2.14 : Manhole Inspections

The purpose of a manhole inspection program is to ensure viability of access to all collection system assets for preventive maintenance and emergency responses to proactively help prevent blockages/operational problems or spills. The District conducts annual NASSCO MACP Level 1 inspection of the manholes in one of the 10 Collection System Zones per the CCTV schedule.

4.2.15 : Lift Station Operations and Maintenance

The lift station is inspected on a weekly basis. Weekly inspections include a visual check of the equipment, manual cycling of pumps, checking and cleaning floats, recording hour-meter readings, and cleaning off debris. Routine annual inspections are conducted on the sewer lift station to identify safety hazards and to assess general equipment and facility conditions.

The Dublin Boulevard Lift Station (LS-1) is provided flow bypass relief through an existing 10" bypass line located in the next manhole upstream from the gravity inlet pipe. In an electrical outage, a generator is brought to the site to power the pumps. If bypass pumping is required, an overland bypass can be set up to discharge to the next downstream gravity manhole, located in the middle of Dublin Boulevard. An emergency response checklist was prepared for procedures during emergency situations.

Full site-specific emergency plans for the lift station and the Maymont siphon have been completed and are regularly reviewed and trained on by emergency response staff.

4.2.16 : Lift Station Force Main Operations and Maintenance

DSRSD does not currently have a force main operations and maintenance program. As part of the Improvements Actions Plan (IAP), DSRSD will develop a prioritized pressure pipe and siphon condition assessment program in the next two years and begin implementation of this program.

4.3 : Training

DSRSD field operators are formally trained on topics such as Emergency Action Plan Training, Traffic Control, Hazardous Materials, Driver Safety, Utility Line Locating & Marking, Hearing Conservation, Industrial Ergonomics, Asbestos Concrete Pipe Cutting, Heat Illness Prevention, and other related safety procedures. All are required training topics for DSRSD field staff in accordance with the District's Injury Illness and Prevention Program. Compliance is tracked and monitored with the use of a LMS (Learning Management System), and compliance reports are regularly reviewed by Supervisors and Senior Management Personnel. All DSRSD collection systems operators must be certified by California Water Environment Association (CWEA).

Aside from formal technical seminars and conferences, on-the-job training given by experienced operators for new field operators is incorporated into daily activities. Operational training (e.g., operation of hydro cleaning equipment) occurs on the job – as needed and in tailgate sessions.

DSRSD has implemented formal training for its operations, maintenance, and monitoring staff covering updates to the SSMP and SERP, as well as refreshers as needed.

Contractors that perform collection system maintenance tasks (CCTV or hydro cleaning) are provided with project requirements and emergency response procedures at a project kick-off and/or regular tailgate meetings.

Emergency response procedures and design standards are conveyed to construction contractors at pre-construction meetings, regular project meetings and after any contractor involved incidents.

DSRSD regularly, based upon its size and complexity of the sewer system, will conduct regular training of its spill emergency response personnel on the General Order requirements, the SSMP, the DSRSD SERP, and spill volume estimation techniques for both spill volumes and recovered volumes. In addition, separate training on the SWRCB CIWQS system will be regularly conducted for all LROs and DSs.

4.4 : Outreach to Local Contractors and Plumbers

The District participates in the Bay Area Clean Water Agencies (BACWA) regional outreach program. The Bay Area Pollution Prevention Group (BAPPG), a subcommittee of BACWA develops regional resources and activities to help member agencies meet regulatory outreach requirements. In collaboration with BAPPG, DSRSD has a plumber and sewer contractor

outreach flyer on spill prevention and sewer lateral construction standards, which can be found on DSRSD's website (https://www.dsrsd.com/do-business-with-us/pretreatment-and-pollution-prevention-programs/plumbers).

To further District outreach, field operations, construction inspectors and environmental compliance staff communicate with construction and sewer cleaning companies in the District's service area to raise their awareness of actions that can clog or damage the District's collection system, such as dumping construction debris into manholes and illegal dumping of grease or septic waste. The District also includes numerous publications and links to other information on its website.

4.5 : Contingency Equipment and Replacement Inventories

The District maintains a mutual aid list that provides the quantity and location of equipment that can be used during emergencies. Backup equipment includes portable pumps and generators (located at the WWTP). A spare pump for the Dublin Lift Station is stored at the field operations site (Bin #5). The District also stores specific types and sizes of pipes for minor emergency repairs at Field Operations Division. Additionally, DSRSD maintains a contract with a parts manufacturer for service 24 hours a day, 7 days a week. As a result, the District has not encountered any problems in obtaining necessary parts during an emergency. The cities of Pleasanton and Livermore operate identical hydro-flushing equipment that the District can utilize in an emergency through the Reciprocal Services Agreement between the agencies. Contract line clearing companies are also available as back-up alternatives.

Supplement 4.1 provides an inventory of Major Sewer System Equipment, Critical Sewer System Replacement Parts, and Contact Information for Vendors and Contractors.

4.6 : References

- General Order Attachment D4
- Taking Care of Your Sewer Lateral - https://www.dsrsd.com/outreach/who-s-responsible-for-pipeline-repairs/taking-care-of-your-sewer-lateral
- Tri Valley Intergovernmental Reciprocal Services Agreement

4.7 : Supplement 4.1: Major Equipment and Replacement Spare Parts

Part ID	Description	Location
Major Equipment		
109	Combination Truck, Vacuum and Jetter	Field Operations (FOF)
110	Combination Truck, Vacuum and Jetter	Field Operations (FOF)
134	CCTV Truck	Field Operations (FOF)
511E	Gordon Rupp Pump Trailer	Waste Water Treatment Plant (WWTP)
512E	Gordon Rupp Pump Trailer	Waste Water Treatment Plant (WWTP)
422G	Cummins 150kw Generator	Waste Water Treatment Plant (WWTP)
423G	Cummins 150kw Generator	Waste Water Treatment Plant (WWTP)
424G	Cummins 150kw Generator	Waste Water Treatment Plant (WWTP)
Replacement Parts Inventory		
Qty. 1	Shape 3 hp Submersible pump for LS-1	Waste Water Treatment Plant (WWTP)
Qty. 14	4" Pipe couplers	Field Operations (FOF)
Qty. 10	6" Pipe couplers	Field Operations (FOF)
Qty. 14	8" Pipe couplers	Field Operations (FOF)
Qty. 7	10" Pipe couplers	Field Operations (FOF)
Qty. 60'	4" SDR-26	Field Operations (FOF)
Qty. 60'	6" SDR-26	Field Operations (FOF)
Qty. 60'	8" SDR-26	Field Operations (FOF)
Qty. 60'	10" SDR-26	Field Operations (FOF)
Qty. 60'	12" SDR-26	Field Operations (FOF)

5.0 : Element 5 – Design and Construction Standards

The SSMP must include the following items as appropriate and applicable to the Enrollee's system:

a. Updated design criteria, and construction standards and specifications, for the construction, installation, repair, and rehabilitation of existing and proposed system infrastructure components, including but not limited to pipelines, pump stations, and other system appurtenances.

b. Procedures and standards for the inspection and testing of newly constructed, newly installed, repaired, and rehabilitated system pipelines, pumps, and other equipment and appurtenances.

5.1 : Standards for Installation, Rehabilitation, and Repair

DSRSD *Standard Procedures, Specifications and Drawings for Design and Installation of Potable Water, Recycled Water and Wastewater Utilities* identifies design and construction standards for installation of new District collection system facilities as well as any repairs, replacements, or relocations of facilities. The standards were reviewed and updated in 2022 and 2024. The Standard Procedures, Specifications and Drawings document can be accessed at the hyperlink in Section 5.4 below.

Section 1, General Requirements, includes general design information and criteria for pipelines and general construction requirements. Section III, Sewer System Requirements, includes design criteria for sewer main sizing, locations of a main, minimum cover, horizontal and vertical curves, manholes, dead-end mains and cleanouts, side sewers, pumping stations, special design considerations, grease and sand traps, grease interceptors; and construction standards for materials used in sewer construction, installation of sewer pipe and appurtenances, connections with existing facilities and testing, cleaning and TV inspection.

Section III-A1 contains provisions for sewer sizing. This includes required methods for determining design sewage flow for single- and multi-family dwellings, as well as required methods for determining minimum and maximum velocity and minimum slope and slope changes.

Section III-A2 defines where a sewer main is to be located (i.e., in streets, aboveground, easements, etc.), and Section III-A3 states that the minimum cover of all sewer mains is five feet.

Section III-A4 defines the requirements for horizontal and vertical curves of sewer mains.

Section III-A5 contains provisions for manholes including the maximum distance between manholes for sewer mains of various diameters, location of manholes, slope of manhole channels, drop manholes, manholes in undeveloped areas, rim elevations of manholes, sampling manholes, and stubs for future sewer line extensions within manholes.

Section III-A6 defines District requirements for dead-end mains and cleanouts.

Section III-A7 includes District provisions for side sewers, including size, depth and grade, location, connection angle, maximum deflection, backflow prevention, and use of existing sewer and pipe material.

Section III-A8 prohibits the use of a pumping station unless approved in the event of an extraordinary circumstance.

Section III-A9 states that special design considerations (i.e., air/vacuum relief valves, blow-offs, siphons, etc.) will be examined by the District on a case-by-case basis.

Section III-A10 states the requirements for grease and sand traps and grease interceptors. All restaurants and other establishments with common food preparation facilities must have a grease interceptor on their side sewer; it must be outside the building and easily accessible for cleaning and inspection, appropriately sized, and approved by the District Engineer.

Section III-A11 states that all Dental practices that generate amalgam wastes shall install an amalgam separator on the effluent line of the vacuum system(s) serving the facility prior to discharge to the sanitary sewer system. The amalgam separator shall meet the ISO 11143 standards that are effective at the time of installation.

Section III-B defines the District's collection system construction standards, including construction materials for pipe, manholes, and saddle fittings (Section III-B1). Section III-B2 defines the installation of sewer pipe and appurtenance requirements. Section III-B4 contains the District's standards for connections with existing District facilities, including existing sewers and pipes of different materials.

5.2 : Standards for Inspection and Testing of New Facilities

Section III-B3 states the District's requirements for testing, cleaning, and television inspection. All sewers, force mains, and laterals must be tested prior to connection to the house sewer. All sewer testing must be performed by air testing. New manholes are tested by a timed vacuum test based on inside diameter. Additionally, all PVC pipes must be checked by means of a pipe deflection gauge. Upon satisfactory completion of all testing and any subsequent repairs and adjustments, the entire system of new sewers and manholes must be cleaned in accordance with Section III-B3-7. Upon completion of all inspection and sewer cleaning, all new lines must undergo CCTV inspection by the District prior to acceptance.

5.3 : Standard Drawings

The District's standard detail drawings contain plans for standard manholes, shallow manholes, manhole frame and covers, miscellaneous manhole details, manhole pads, typical side sewers, lateral sewer connections, cleanouts, sampling manholes, grease and sand traps, grease interceptors, and sampling boxes. Standard drawings can be downloaded individually from the District website at the hyperlink in Section 5.4.

5.4 : References

- General Order Attachment D5
- DSRSD Standard procedures, Specifications and Drawings, https://www.dsrsd.com/do-business-with-us/development-and-construction/standard-procedures-specifications-and-drawings

6.0 : Element 6 – Spill Emergency Response Plan (SERP)

The SSMP must include an up-to-date SERP to ensure prompt detection and response to spills to reduce spill volumes and collect information for prevention of future spills. The SERP must include procedures to:

a. Notify primary responders, appropriate local officials, and appropriate regulatory agencies of a spill in a timely manner;

b. Notify other potentially affected entities (for example, health agencies, water suppliers, etc.) of spills that potentially affect public health or reach waters of the State;

c. Comply with the notification, monitoring and reporting requirements of the General Order, State law and regulations, and applicable Regional Water Board Orders;

d. Ensure that appropriate staff and contractors implement the SERP and are appropriately trained;

e. Address emergency system operations, traffic control and other necessary response activities;

f. Contain a spill and prevent/minimize discharge to waters of the State or any drainage conveyance system;

g. Minimize and remediate public health impacts and adverse impacts on beneficial uses of waters of the State;

h. Remove sewage from the drainage conveyance system;

i. Clean the spill area and drainage conveyance system in a manner that does not inadvertently impact beneficial uses in the receiving waters;

j. Implement technologies, practices, equipment, and interagency coordination to expedite spill containment and recovery;

k. Implement pre-planned coordination and collaboration with storm drain agencies and other utility agencies/departments prior, during, and after a spill event;

l. Conduct post-spill assessments of spill response activities;

m. Document and report spill events as required in the General Order; and

n. Annually, review and assess effectiveness of the SERP, and update the SSMP as needed.

6.1 : Existing Documentation

DSRSD, pursuant to the General Order, updated the original Overflow Emergency Response Plan and converted it to a SERP. The SERP includes

all new requirements, and the revised sampling and testing requirements formally contained in the previous Water Quality Monitoring Plan (WQMP).

6.2 : Purpose

The purpose of the DSRSD SERP is to support a prompt, orderly and effective response to spills (sanitary), reduce spill volumes, and collect information for prevention of future spills. A "spill" in this document is defined by the General Order as a discharge of sewage from any portion of a sanitary sewer system due to a sanitary sewer system spill, operational failure, and/or infrastructure failure.

The SERP provides guidelines for personnel to follow in responding to cleaning up, reporting, and properly documenting spills that may occur within DSRSD's service area. This SERP satisfies the General Order, which requires wastewater collection agencies to have a SERP.

Additionally, the SERP outlines procedures for responding to sanitary sewer spill backups into private structures as required by the District's insurer. "Backup" is a term typically used by insurers to describe property damage resulting from exposure and contact to untreated or partially treated sewage.

6.3 : Training

6.3.1 : Initial and Annual Refresher Training

All DSRSD personnel who may have a role in responding to, reporting, and/or mitigating a sewer system spill will receive training on the contents of the SERP. All new employees will receive training before they are placed in a position where they may have to respond. Current employees will receive annual refresher training on this SERP and the procedures to be followed. DSRSD documents all training.

Affected employees will receive annual training on the following topics by knowledgeable trainers:

- The requirements of General Order
- The DSRSD SSMP
- The SERP procedures and practice drills
- Containment and cleanup methods
- Researching and documenting Sanitary Sewer Spill Start Times
- Estimation of spill volume for field operators
- Electronic CIWQS reporting procedures for designated staff submitting data
- SWRCB Employee Knowledge Expectations

- Water quality sampling and testing procedures and recordkeeping (See Spill Workbook Section 9.2).

Through SWRCB Employee Knowledge Expectations training, the employee will be able to answer the following:

1. Please briefly describe your name and job title.
2. Please describe for us approximately when you started in this field and how long you have worked for your agency.
3. Please expand on your current position duties and role in responding in the field to any spill complaints.
4. Please describe your SOPs used to respond/mitigate spills when they occur.
5. Describe any training your agency provides or sends you to for conducting spill volume estimates.
6. We are interested in learning more about how your historical spill response activities have worked in the field. We understand from discussions with management earlier that you use the SERP from the SSMP. Please elaborate on how you implement and utilize the procedures in the plan.
7. Historically, before any recent changes, can you please walk us through how you would typically receive and respond to any spill complaints in the field?
8. Can you tell us who is responsible for estimating spill volumes discharged? If it is you, please describe how you go about estimating the spill volume that you record on the work order/service request forms?
9. What other information do you collect or record other than what is written on the work order form?
10. Describe if and when you ever talk with people that call in spills (either onsite or via telephone) to further check out when the spill might have occurred based on what they or others know? If you do this, can you tell us where this information is recorded?
11. We understand you may be instructed to take pictures of some sewer spills/backups into structures. Other than these spills, when else would you typically take any pictures of a spill?
12. Please walk us through anything else you would like to add to help us better understand how your field crews respond and mitigate spill complaints.

6.3.2 : Spill Response Drills

Periodic training drills or field exercises will be held to ensure that employees are up to date on these procedures, equipment is in working order, and the required materials are readily available for spill responses. The training drills will cover scenarios typically observed during

sewer-related emergencies (e.g., mainline blockage, mainline failure, and lateral blockage). The results and the observations during the drills will be recorded and action items will be tracked to ensure completion.

6.3.3 : Spill Training Record Keeping

Records will be kept of all training that is provided in support of this SERP for 5 years. The records for all scheduled training courses and for each spill emergency response training event will include date, time, place, content, name of trainer(s), names and titles of attendees, brief narrative description of the training, including training method(s) and training materials and/or equipment used.

6.4 : Policy

DSRSD employees are required to report all spills from District-owned sewer mains and owner-owned/operated laterals found and to take the appropriate action to secure the spill area, properly report to the appropriate regulatory agencies, relieve the cause of the spill, and ensure that the affected area is cleaned as soon as possible to minimize health hazards to the public and protect the environment. DSRSD's goal is to respond to sewer system spills as soon as possible following notification. DSRSD will follow reporting procedures regarding sewer spills as set forth by the RWQCB and the General Order.

The full SERP cover pages of the two documents are included in the Appendix D, the Sewer Spill/Backup Response Workbook contains all documents used to properly document DSRSD response activities to all spill events. The Spill Sampling Procedure provides information and directions for sampling and testing of spill.

DSRSDs LRO will annually review and certify that the SERP has been assessed for effectiveness and has been updated as necessary from the review. Any changes made to the SERP will be documented in the SSMP Change Log.

6.5 : References

- General Order Attachment D6
- SERP
- Sewer Spill/Backup Response Workbook
- Appendix D SERP Covers

7.0 : Element 7 – Sewer Pipe Blockage Control Program

The SSMP must include procedures for the evaluation of the Enrollee's service area to determine whether a sewer pipe blockage control program is needed to control fats, oils, grease, rags, and debris. If the Enrollee determines that a program is not needed, the Enrollee shall provide justification in its SSMP for why a program is not needed.

The procedures must include, at minimum:

a. An implementation plan and schedule for a public education and outreach program that promotes proper disposal of pipe-blocking substances;

b. A plan and schedule for the disposal of pipe-blocking substances generated within the sanitary sewer system service area. This may include a list of acceptable disposal facilities and/or additional facilities needed to adequately dispose of substances generated within a sanitary sewer system service area;

c. The legal authority to prohibit discharges to the system and identify measures to prevent spills and blockages;

d. Requirements to install grease removal devices (such as traps or interceptors), design standards for the removal devices, maintenance requirements, best management practices requirements, recordkeeping, and reporting requirements;

e. Authority to inspect grease producing facilities, enforcement authorities, and whether the Enrollee has sufficient staff to inspect and enforce the fats, oils, and grease ordinance;

f. An identification of sanitary sewer system sections subject to fats, oils, and grease blockages and establishment of a cleaning schedule for each section; and

g. Implementation of source control measures for all sources of fats, oils, and grease reaching the sanitary sewer system for each section identified above.

7.1 : Public Education and Outreach Program

Historically, DSRSD's spills have been limited to one or two a year. Since 2012 there have been four spills in the District and only one has been caused by FOG problems. In the past, the District has identified sewers with chronic maintenance problems and placed these sewers on a program of "trouble-spot hydro flushing at intervals of one, three, or six months". Spill sites are automatically added to the list of "trouble-spots" that are scheduled to have a preventive maintenance frequency of one, three, or six months. Trouble-spots are monitored by Staff in the field and are documented using CMMS and GIS to coordinate inspections. Trouble- spots receive increased cleaning, inspection, and records verification.

Spills that are determined to have been caused by FOG are investigated until the source is determined and corrected. DSRSD will continue to evaluate trouble-spots as it completes

ongoing closed-circuit television (CCTV) inspections with the objective to eliminate as many as can be practically done.

The low number of FOG related spills is due to an effective commercial grease trap source control program (see description below) that is supported by an effective preventive maintenance program. Therefore, DSRSD plans to continue its source control and preventive maintenance programs.

DSRSD has established a comprehensive outreach program for residential and food service establishment customers that includes brochures and newsletter inserts. The outreach materials are included on DSRSD's pollution prevention webpage "What Not To Flush" (https://www.dsrsd.com/outreach/what-not-to-flush). DSRSD also regularly includes information and sewage discharge requirements in citizen newsletters, especially around the end of the year holidays, related to grease disposal requirements. DSRSD has also identified areas in the collection system where grease spills have occurred and have enhanced the cleaning operations with more frequent cleaning.

DSRSD has an active program of requirements and regular inspections for its approximately 265 food service establishments assuring, through regular inspections, that the grease interceptor infrastructure are operating properly and being regularly maintained as permitted. The District webpage "Food Services" (https://www.dsrsd.com/do-business-with-us/pretreatment-and-pollution-prevention-programs/food-services) provides all information for food services establishments.

DSRSD currently manages FOG-related problems through a District-wide grease inspection and a public education outreach program. The following is a summary of the tools used by DSRSD to educate its customers for FOG and other items that can cause sewer system blockages.

- Website information
- Customer newsletter (also included information about diapers, wipes, roots)
- Flyers inserted into customers' bills
- Signage on District trucks
- Outreach during holiday season about proper disposal of turkey fryer oil

These programs are developed and implemented by DSRSD's Public Affairs Division, which is located within the Administrative Services Department. DSRSD's web site contains information about Best Management Practices (BMPs) for handling and disposing of household FOG.

7.2 : Plan and Schedule for Disposal of Pipe-Blocking Substances

The majority of grease haulers dispose of grease pumped from interceptors at a grease collection facility located at one or more wastewater treatment plant facilities in the area,

including the East Bay Municipal Utility District (EBMUD) Wastewater Treatment Plant. Some haulers have facilities to recycle grease to produce biodiesel. There are potential benefits to the community, the environment, and DSRSD in receiving FOG for digestion. DSRSD has built a FOG receiving station at the WWTP configured to accept FOG waste from Grease Haulers in the service area. The FOG station will be put into service once the Flare and Skid projects at the WWTP are complete.

7.3 : Legal Authority

Legal authority to prohibit discharges to the system and identify measures to prevent spills and blockages caused by FOG is provided by the District Code, Chapter 5.20.040 (the District code can be accessed via the District's website, as noted in Section 3.1). Specifically, District Code provides authority for the following:

- Prohibit grease disposal by restaurants into sewer system or WWTP.
- Require the installation of grease traps and interceptors.
- Require maintenance and inspection of grease traps and interceptors.

7.4 : Identification and Sewer Cleaning

To identify and manage FOG sources, DSRSD inspects all restaurants that generate FOG in DSRSD as often as necessary to determine compliance, but not less than once per year. If the restaurants are improperly maintaining their FOG control devices, they will be inspected again to correct the issue. Areas of the collection system subject to grease stoppages ("hotspots") have been identified and are cleaned on a defined frequency as discussed in Element 4.

7.5 : Commercial Source Control

The District mandates that food handling establishments use grease traps or interceptors to collect FOG to prevent it from entering the wastewater collection system and treatment equipment. The District's environmental compliance staff inspects each facility annually and collects and reviews grease interceptor maintenance records to confirm adherence to District Code.

The District's grease inspection program covers approximately 225 commercial facilities organized into twelve service areas. Some facilities have multiple grease traps or interceptors, for a total of approximately 265 grease control devices within the District service area. On average, 94 percent of all grease traps and interceptors are complying in any given year. In addition, field operations staff conduct issue-specific inspections when FOG-related SSSs are suspected.

7.6 : References

- District Code, Chapter 5.20.040, https://www.dsrsd.com/about-us/district-code
- What Not To Flush webpage, https://www.dsrsd.com/outreach/what-not-to-flush

8.0 : Element 8 – System Evaluation and Capacity Assurance Plan

The SSMP must include procedures and activities for:

a. Routine evaluation and assessment of system conditions;

b. Capacity assessment and design criteria;

c. Prioritization of corrective actions; and

d. A capital improvement plan.

8.1 : Routine Evaluation and Assessment of System Conditions

The SSMP must include procedures for inspection and condition assessment of sewer system assets, including gravity sewers, access structures (manholes), inverted siphons, pump stations and force mains. The condition assessment program should prioritize areas based on potential environmental consequences (including potential impact of climate change), identify an appropriate amount of inspection to be conducted each year, and maintain records of condition assessment activities.

8.1.1 : Gravity Sewer Inspections and Pipeline Condition Assessment

The District's collection system consists of approximately 232 miles of District-owned gravity pipe, ranging from 6 to 42 inches in diameter. Closed-circuit television (CCTV) inspections of almost all of the gravity sewers in the collection system have been conducted by both District crews and CCTV contractors. As noted under Element 4, the District conducts CCTV inspection of 15-inch and smaller pipes on a 10-year cycle using in-house crews, with 18-inch and larger lines being done by a contractor. A condition assessment of the larger sewers was completed in 2024 by National Plant Services, which included CCTV inspection of 58,000 linear feet (LF) of 18-inch and larger sewers, including sonar inspection of 27-inch and larger pipes.

CCTV inspections of the collection system are performed on a prioritized basis in coordination with the hydro cleaning schedule. Historical CCTV inspection results are shown in **Table 8 – 1**.

Table 8 – 1: Historical Sewer line Inspection Results (CCTV)

Year	In-house		Contract		Total
	Line Inspected, linear feet	Line Inspected, miles	Line Inspected, linear feet	Line Inspected, miles	Percent of System
2012	20,259	3.84	-	0	1.69%
2013	74,970	14.2	-	0	6.26%

Year	In-house		Contract		Total
	Line Inspected, linear feet	Line Inspected, miles	Line Inspected, linear feet	Line Inspected, miles	Percent of System
2014	1,691	0.32	27,298	5.17	0.14%
2015	100,423	19.02	14,573	2.76	8.64%
2016	94,854	17.96	234,326	44.38	27.36%
2017	112,927	21.39	98,630	18.68	17.61%
2018	89,247	16.90	-	0	7.45%
2019	32,819	6.22	-	0	2.74%
2020	7,381	1.40	-	0	0.62%
2021	36,412	6.90	-	0	3.04%
2022	72,682	13.77	-	0	6.06%
2023	73,920	14.00	-	0	6.17%
2024	125,427	23.76	57,954	10.98	15.30%
2025					
Average					

The CCTV data is coded and scored using the National Association of Sewer Services Companies (NASSCO) Pipeline Assessment Certification Program (PACP) guidelines. Inspection data captured through CCTV software is input into CMMS for condition assessment and analysis to identify and prioritize sewer repair, rehabilitation, and replacement needs.

The condition assessment utilizes a risk assessment approach to identify the pipes at highest risk of failure due to condition and/or potential consequence. The District uses two software applications for risk analysis: InfoAsset Planner™ risk assessment software from Autodesk and custom Structured Query Language (SQL) queries utilizing data from CMMS. The risk analysis involves developing likelihood of failure (LOF) and consequence of failure (COF) scores for each pipe in the system. While both applications apply this same basic risk concept, the specific data, factors, and scoring differ somewhat between the two methods. In InfoAsset Planner, LOF scoring is based on a combination of the condition score (both structural and maintenance) based on CCTV data (total pipe score normalized by pipe length), pipe age, and pipe material, which are equally weighted. COF scoring considers the pipe size (reflecting its potential flow volume or environmental impact in the event of a spill), social impact (currently based on pipe diameter, but DSRSD plans to consider a more appropriate approach), whether or not the pipe intersects a water body, and potential replacement and rehabilitation costs. The score for intersecting a water body is given greater weight than the other factors.

The combination of LOF and COF scores determine an overall risk score and risk category (very low, low, medium, high, or very high), reflecting its priority for future repair, rehabilitation or replacement. Based on the InfoAsset Planner model data and results as of February 2025 (inspections for approximately 55 percent of gravity pipes), approximately 3 percent of the pipes were found to fall into the high or very high-risk categories. (Note that the DSRSD system includes a significant amount of relatively new sewer construction, and inspection data for newly constructed sewers are not included in the InfoAsset Planner database until their first inspection under DSRSD's normal CCTV inspection cycle. Note also that the data from the 2024 large diameter sewer inspection program has not yet been incorporated into InfoAsset Planner; however, the inspection results will be used by the District to identify needed repairs and rehabilitation to be included in its capital improvement program.)

Based on the risk assessment results, gravity sewers are identified for repair, rehabilitation or replacement if the CCTV data indicates the presence of PACP Grade 5 (severe) structural defects. Based on this analysis, the condition assessment identified approximately 3.5 miles of gravity sewer pipes with defects requiring some type of repair, rehabilitation or replacement.

Based on previous CCTV inspections, the District has identified and completed CIPP lining of approximately 18,000 linear feet of large diameter sewers over the past 10 years and various spot repairs and pipe replacement or lining on other pipes. Capital projects for additional spot repairs and lining (including several sections of the oldest portions of the Camp Parks trunk line) are included in the District's Capital Improvement Program (CIP).

This District is currently evaluating its risk assessment and rehabilitation decision support methodology and software and may make refinements and software upgrades in the future. While the specific details of the calculations may change, the District will continue to use a basic risk assessment approach to identify and prioritize sewers in need of repair, rehabilitation, or replacement, and use this information to inform its near-term and long-term capital improvement plans.

The District may also consider making future refinements to COF criteria to more specifically identify sewers in other environmentally sensitive areas (e.g., steep terrain, high groundwater areas, areas near creeks, near schools or sensitive areas, etc.) or areas that may be more vulnerable to the impacts of climate change. As part of its adaptive management program (see Element 9), the District will periodically review its CCTV inspection program to incorporate up-to-date information from inspections, maintenance activities, and spills and modify CCTV schedules and condition assessments as needed.

8.1.2 : Large Diameter Gravity Trunk Sewer Inspections

The District's sewer system includes approximately 60,000 linear feet of large diameter (18-inch and larger) trunk sewers. As noted above, in August of 2024 the District retained a contractor to inspect these pipes using CCTV and sonar inspection. The sewers were assessed

using the same NASSCO rating system as described above for gravity sewers, with special consideration given to evaluating the degree of corrosion, if present, in the RCP sewers. Many of the inspected RCP sewers have been previously lined (based on inspections conducted in 2014), but additional rehabilitation of the as-yet unlined pipes may be recommended. Results of the condition assessment will be prioritized and scheduled in the District's CIP along with all other sewer program capital needs.

8.1.3 : Sewer Siphon Inspections

The District's system includes three sewer 8" diameter siphons. The siphons convey wastewater beneath canals or creeks. As with the large diameter trunk sewers, the siphons can be inspected using CCTV and/or sonar methods, depending on pipe configuration, flow and access considerations. Because of their locations underneath surface waters, the siphons will be given high priority for regular inspections. Results of the siphon condition assessments will be prioritized and scheduled in the District's CIP along with all other sewer program capital needs.

8.1.4 : Manhole Assessments

The District conducts manhole inspections in conjunction with its ongoing CCTV inspection program. The inspections use NASSCO Manhole Assessment Certification Program (MACP) standards and are Level 1 inspections (visual inspections conducted from the surface without entry into the manhole). Level 1 inspections are generally sufficient for most manholes, but an allowance for some Level 2 inspections will be included for any manholes in which the Level 1 inspections indicate issues of concern. Needed repairs are identified based on the manhole inspections and prioritized and scheduled in the District's CIP along with all other sewer program capital needs.

8.1.5 : Lift Station Inspections and Assessment

The District's collection system includes one sewer lift station on Dublin Boulevard east of Sierra Court. (Another former temporary lift station in East Dublin has been removed.) The lift station consists of two submersible pumps in a 7-foot diameter wet well located adjacent to the sidewalk. Each pump has a rated capacity of 350 gpm. The pump station was relocated and replaced with a new station in 2019. DSRSD is planning to develop a formal inspection program for the lift station.

8.1.6 : Force Mains, Pressure Pipes and Siphons

The District's Dublin Boulevard Lift Station discharges to a 75-foot, 6-inch force main which connects to a 10-inch gravity main in Dublin Boulevard. The force main was also relocated and replaced as part of the 2019 lift station relocation project. The District plans to develop an inspection plan for these force mains in the future.

8.2 : Capacity Assessment and Design Criteria

The SSMP requires that the District evaluate the capacity of its collection system to handle both peak dry and peak wet weather flows and identify components of the system that may be contributing to sewer spills due to capacity deficiencies and/or excessive I/I. The District has not experienced any sewer spills due to wet weather conditions except one spill on December 31, 2022, which occurred during a very large storm event (estimated to be about a 50-year return frequency for 24-hour duration and over 100-year for 12-hour duration[1]) and resulted in the Dublin Trunk line flowing completely full and beyond its hydraulic capacity. Although the cause of the backup and overflow was due to hydraulic issues in the downstream collection system, DSRSD is planning mitigation measures to avoid or reduce the impact of a future spill should a similar situation occur by shutting off the lift station and using the gravity overflow bypass to slow down the flow and/or let it back up in the wet well or into upstream pipes.

The District prepared a Wastewater Collection System Master Plan in 2017 (2017 Master Plan) which summarized the development of a hydraulic model of the District's sewer system and identified needed capacity improvement projects. The District is currently updating the Master Plan as part of a project being conducted by Woodard & Curran, expected to be completed in early 2026. The Master Plan Update will include a comprehensive update of the hydraulic model, review (and update as necessary) of design and performance criteria (including the design storm), and update of the recommended capacity improvements, including potential activities to control I/I.

8.2.1 : Hydraulic Analysis

For the 2017 Wastewater Collection System Master Plan, the model was developed in InfoSewer™ modeling software and included all active District-owned sewers, lift stations, and force mains in the system. Flows in the model were based on winter water use data (to estimate base wastewater flows) and flow monitoring data collected at 15 sites during the March to May 2017 period. However, since water use had been impacted by the drought conditions in preceding years, an adjusted, "rebounded" estimate of existing base wastewater flows was used for the capacity analysis. The flow monitoring data was used to estimate I/I flows from each of the flow monitoring basins, and the model was calibrated to the flow monitoring data collected under both dry and wet weather conditions. Potential increases in sewer flows were also estimated and included in the hydraulic analysis based on projected future development and land use changes within the sewer service area.

The current Master Plan Update is using more advanced hydraulic modeling software (InfoWorks™ ICM), and the model has been updated to include sewers constructed or upgraded since 2017 and to verify and refine data for the modeled pipes. The flow loads to the model are also being updated based on more current water use data and future development projections, in conjunction with estimates developed for the District's water system master

[1] As recorded at Dublin Fire Station in San Ramon.

plan, and the model will be calibrated to flow monitoring data collected during the early 2025 winter.

8.2.2 : Design and Performance Criteria

The District previously selected a 20-year return period, 6-hour rainfall event as the basis for capacity assessment and design of its sanitary sewer system. This storm has a total rainfall volume of 2.2 inches with a peak hour rainfall of 0.71 inches. This design event was considered by the District to provide reasonable protection from the risk of sewer spills due to infrequent, extreme wet weather events.

For the 2017 Master Plan, the hydraulic model was used to simulate peak flows that would be expected in the system under both normal dry weather flows and during a design storm event, for both existing and future development conditions. Pipes with peak design flow exceeding full pipe capacity were considered deficient and in need of upgrade, with pipes exceeding 120 percent of full pipe capacity considered "major" deficiencies. Pipes with capacity deficiencies (both major and minor) were identified as requiring capacity improvements. However, proposed sizing of new or replacement sewers was based on a maximum of 75 percent full under design peak flow.

The current Master Plan update will review, and refine if appropriate, the District's design and performance criteria, including the design storm. That review will include consideration for the impact of climate change on future rainfall events.

8.2.3 : Capacity Assurance Plan

The 2017 Master Plan identified three sewer improvement projects needed to address model-predicted existing capacity deficiencies in the system; one project to accommodate near-term development; one project needed to extend the trunk system eastward to serve new development; and a parallel relief sewer to the main trunk to the WWTP needed in the long-term future. The first five of these projects are included in the District's current 10-year CIP. Those projects identified to address model-predicted existing capacity deficiencies will be re-evaluated in the Master Plan Update based on new flow monitoring data and updated hydraulic calculations to confirm they are still needed.

The capacity assessment also determined that the Dublin Boulevard Lift Station had sufficient firm capacity (capacity with largest pumping unit out of service) to convey the predicted design storm peak flow.

8.2.4 : Infiltration/Inflow

The flow monitoring data from 2017 was also used to evaluate the magnitude of I/I into the District's sewer system in terms of wet season groundwater infiltration (GWI) and rainfall-dependent I/I (RDI/I), expressed in terms of "R values", or the percentage of rainfall estimated to enter the system as I/I as a result of rainfall events. The majority of the flow monitoring basins were found to have very low R values, indicating relatively "tight" sewers, although a

few of the older areas of the system exhibited higher rates of GWI and RDI/I. The study included an analysis to rate the "likelihood of I/I" in each basin based on the GWI and RDI/I results, as well as other factors including the age of the sewers in the basin and evidence of defects that could contribute to I/I as observed during CCTV inspections. The recommendations of the study included continuing to evaluate potential strategies and programs to address I/I from private sewer laterals, and a possible pilot program in select basins to evaluate the cost/benefit of sewer rehabilitation to reduce I/I and potentially eliminate or reduce the need for capacity improvements.

Although some areas of the system do contribute to increased flows due to I/I, the District does not consider I/I to be excessive and warranting a system-wide I/I reduction program, but it will continue to monitor influent flows to the treatment plant and through future flow monitoring programs and re-visit the need for a focused I/I program in the future if needed.

8.2.5 : Impacts of Climate Change

It is generally accepted that storm frequency and intensity will increase in the future as a result of climate change. Already, published rainfall statistics (e.g., NOAA Atlas 14) are likely out-of-date and are currently being updated. NOAA Atlas 15 is anticipated to be released in 2026. At that time, the District will re-evaluate its design storm and make adjustments if warranted in the capacity assessment. The District will continue to monitor conditions in the system during large wet weather events and take future action and adapt if observations indicate increased flows or risk of spills due to insufficient capacity during such events.

8.2.6 : Prioritization of Corrective Actions

As discussed above, corrective actions needed to address sewer pipelines in need of inspection or rehabilitation have been prioritized based on a risk analysis approach incorporated into the software used for the condition assessment. The priority for sewer capacity projects reflects the degree of capacity deficiency as well as timing of need (existing versus future). Based on these criteria, the District has prioritized the projects identified through the condition and capacity assessments and incorporated them into its 10-year CIP.

8.2.7 : Capital Improvement Program (CIP) and Annual CIP Budget

The District adopts a Capital Budget on a 2-year basis and CIP on a 10-year basis. The current Capital Budget covers fiscal years 2026 and 2027 (FY26 and FY27), and the ten-year Capital Improvement Plan covers years FY26 through FY35.

The current wastewater collection 2-year Capital Budget (FY26-FY27) is approximately $6.0 million, which includes both sewer rehabilitation and capacity relief projects, condition and capacity assessment projects and studies, as well as a share of other general District projects that benefit the collection system. **Table 8 – 2** below provides a list of the approved projects.

Table 8 – 2: Approved Capital Improvement Projects

Project Name	CIP Project Number	Current CIP Schedule	Project Description	Budget
Dublin Blvd. – Amador Plaza Rd. to Village Pkwy. Relief Sewer	20-S014	Future	Upsize 731 LF of 18" to 21"	$1,239,997
Donahue Dr./Vomac Rd. Relief Sewer	08-2101	FY28-FY29	Upsize 2,400 LF of 8" to 12"	$1,822,000
Dublin Blvd. Extension Sewer	20-S028	FY26-FY28	Construct 2,800 LF of 15"	$1,449,140
Dublin Blvd. – Clark Ave. to Sierra Ct. Relief Sewer	T20-04	FY30-FY31	Upsize 1,048 LF of 10" to 12"	$853,000
Village Pkwy. – South of Dublin Blvd. Relief Sewer	T20-06	FY30-FY32	Upsize 1,262 LF of 36"-39" to 42"	$3,247,000

The 10-year CIP also includes six specific sewer rehabilitation and replacement projects, as well as budgets for general programs for collection system condition assessment, spot repair, and rehabilitation and replacement. **Table 8 – 3** summarizes these projects and programs.

Table 8 – 3: Sewer Rehabilitation and Replacement Projects

Project Name	CIP Project Number	Current CIP Schedule	Project Description	Budget
Camp Parks Sewer Rehabilitation Projects – Goodfellow Ave. North of 8th St.	14-S001	Future	Replace 1,500 LF of 8" VCP	$3,125,000
Sewer Collection System Evaluation and Spot Repair	22-S008	FY26-FY27	Evaluate 102 pipe segments, assume 50 require repairs	$1,795,000
Wastewater Collection System Replacement and Rehabilitation Program	00-S020	FY26-FY35	Sewer & manhole repair and replacement	$5,000,000
Camp Parks Sewer Rehabilitation Project – 8th to 10th Streets	14-S002	FY26-FY28	Rehabilitate 6,300 LF of 6", 8", and 12" VCP	$4,330,000
Alcosta Blvd. Sewer Replacement	18-S007	FY28-FY30	Replace 1,250 LF of 10" VCP	$989,000
San Ramon Golf Course 24" Trunk Sewer Rehabilitation	18-S006	FY33-FY35	Rehabilitate 470 LF of 24" RCP	$591,000
Iron Horse Trail Sewer Replacement	T16-50	FY33-FY35	Replace 1,650 LF of 8"-10" PVC and VCP	$1,210,000

Project Name	CIP Project Number	Current CIP Schedule	Project Description	Budget
Dubin Ct. & Dublin Blvd. Sewer Replacement	T20-05	FY30-FY32	Replace 300 LF of 10”	$1,178,000

8.2.8 : Project Funding

Sewer improvements are primarily funded through sewer rates (Local Wastewater Replacement Fund) and sewer capacity reserve fees (Local Wastewater Expansion Fund). The District conducts sewer rate and fee studies on a periodic basis to assess the funding needs for its sewer capital and O&M programs. Based on these studies, the District determines what rate and fee increases are feasible and adopts future CIPs accordingly. If sewer rates alone are insufficient to fund the capital improvements needed, the District may evaluate options for other funding sources.

8.2.9 : Joint Coordination

The development of the CIP is a coordinated process that occurs every two years and is led by the Capital Projects Division of the District’s Engineering and Technical Services Department. The process involves identifying projects and preparing project descriptions, schedules, prioritization as described above, and cost estimates. District engineering and operations staff provide input and participation at all stages. Several factors are considered in prioritizing projects and developing the CIP, including the District’s Strategic Plan and established District policies, the need to meet regulatory requirements, the impact to the District’s capital reserves, and balancing project scheduling with available staff resources. The recommended CIP is presented to and reviewed by the District’s Board of Directors, with the public also having the opportunity to provide comments before final adoption and implementation.

8.3 : References

- General Order Attachment D8
- 2017 Wastewater Collection System Master Plan, West Yost Associates. Final Report December 2019
- DSRSD Capital Improvement Program - Ten-Year Plan for Fiscal Years 2026 through 2035 and Two-Year Budget for Fiscal Years Ending 2026 and 2027

9.0 : Element 9 – Monitoring, Tracking and Reporting System

The SSMP must include an Adaptive Management section that addresses SSMP implementation effectiveness and the steps for necessary SSMP improvement, including:

Enrollee shall:

a. Maintain relevant information, including audit findings, to establish and prioritize appropriate SSMP activities;

b. Monitor the implementation and measure the effectiveness of each element of the Plan;

c. Assess the success of the preventative maintenance activities;

d. Updating SSMP procedures and activities, as appropriate, based on monitoring and performance evaluations; and

e. Identifying and illustrating spill trends, including spill frequency, locations, and estimated volumes.

9.1 : Adaptive Management

The District regularly tracks and updates the performance results of the sanitary sewer program and reports the findings in March of each year to the CIWQS database in the Sanitary Sewer Systems Annual Report. In addition, the SERP is also reviewed for effectiveness and any changes are made to ensure proper and timely responses prior to the annual report certification requirement. The District also pursues and evaluates the SSMP Audit Report corrective actions to determine when and how the program should be modified and changed. Finally, the sewer program uses the historical performance results, post spill assessments and operation and maintenance results during the development of the Annual Sewer Report to assess the need for further adaptation of the program to reduce spills to Waters of the State and to review and consider implementing technological changes to further improve operations of the program. All modifications and changes to the SSMP are then included in the SSMP Change Log.

9.2 : Effectiveness

The District will update elements of the SSMP and its monitoring program in the future as necessary, if significant changes occur in the District's infrastructure, service area demands, or organizational structure, as appropriate. With the information available in the CMMS and the spill reporting system, the District is able to measure the effectiveness of the SSMP and maintenance program by tracking various parameters related to service calls, maintenance and inspection activities, as well as by comparing spill trends from previous years and identifying system components that may contribute to system failures. Current metrics include:

- Number and Volume of spills per year
- Length gravity sewers cleaned per year
- Length of gravity sewers inspected with CCTV per year

The District is planning to advance these metrics and develop key performance indicators (KPIs) which align with the AWWA Utility Benchmarking framework and performance management guidelines.

The effectiveness of each SSMP element is measured through the use of selected performance indicators. These indicators are graphed and reported regularly and included in the annual performance requirements in the Sanitary Sewer Systems Annual Report submitted to the CIWQS system.
Performance indicator results are incorporated into historical graphs that are regularly updated and included in Appendix E.

Some of the historical spill performance indicators include the following:

- Total number of spills
- Spills by category
- Total volume of spills
- Total volume recovered
- Total volume conveyed
- Number of spills by cause

DSRSD also maintains historical operational performance indicators as follows:

- Annual line cleaning, linear feet
- Annual CCTV condition assessment, linear feet
- Percentage of System cleaned and assessed
- Manhole inspections completed, each
- Annual root foaming, linear feet

Performance indicator data are compiled from information regularly collected and maintained by the DSRSD Water/Wastewater Superintendent. Current and readily available sources, which are described throughout this SSMP, include spill field report forms, CIWQS database reports, sewer system cleaning schedules, and FOG inspection reports.

9.3 : References

- General Order Attachment D9
- Appendix E; Spill and Operation Performance Historical Graphs

10.0 : Element 10 – SSMP Audits

The SSMP shall include internal audit procedures, appropriate to the size and performance of the system, for the Enrollee to comply with section 5.4 (Sewer System Management Plan Audits) of the 2022 General Order.

10.1 : SSMP Audits

As previously described in Element 9, DSRSD audits and updates the SSMP on a triennial (every 3 years) basis. The Internal Audit Report covers the three-year period, and the certified Internal Audit Report must be completed within six (6) months following the end of the three-year audit period. If updates or changes are required to the SSMP or the SERP, the content and timeline to complete those changes are described in the Audit and as the changes are made, they are tracked in the SSMP Change Log in Appendix C. The Internal Audits, upon completion and certification, are required to be certified and uploaded to the CIWQS system for State staff review and evaluation. Following uploading, the SSMP Audit Report shall be placed in Appendix B of this SSMP.

Failure to complete, certify, and upload the SSMP Audit Report on the required timeline, the agency must report this failure to the RWQCB along with a schedule for the completion as previously required. The timing of the late Audit Report does not alter the required schedule for future Audit Report completion.

10.2 : References

- General Order Attachment D10

11.0 : Element 11 – Communication Program

The SSMP must include procedures for the Enrollee to communicate with:

- The public for:
    - Spills and discharges resulting in closures of public areas, or that enter a source of drinking water; and
    - The development, implementation, and update of its SSMP, including opportunities for public input to SSMP implementation and updates.
- Owners/operators of systems that connect into the Enrollee's system, including satellite systems, for:
    - System operation, maintenance, and capital improvement-related activities.

11.1 : Communications Program

The District has a well-established public outreach program. DSRSD's website (www.dsrsd.com) is an effective communication channel for providing alerts and news to the public and this SSMP is posted on the District website. The website provides the schedule and agendas for upcoming Board meetings, as well as minutes from previous meetings. The public has an opportunity to review, comment, and provide input on SSMP revisions through these meetings. DSRSD also publishes on its website various reports and plans related to its wastewater collection system.

The DSRSD Board of Directors has agency liaisons that communicate with each of the District's tributary and satellite agencies.

DSRSD has used its website and other means of communication to educate the public about a variety of environmental issues related to wastewater collection. As an example, the District's public outreach efforts regarding FOG control were presented in Section 7.2.5.

11.2 : References

- General Order Attachment D11

Appendix A: Plan DSRSD Board Adoption Documents

RESOLUTION NO. 41-07

RESOLUTION OF THE BOARD OF DIRECTORS OF DUBLIN SAN RAMON SERVICES DISTRICT APPROVING AND ADOPTING A SEWER SYSTEM MANAGEMENT PLAN (SSMP)

WHEREAS, the State Water Resources Control Board approved Statewide General Waste Discharge Requirements for sanitary sewer systems pursuant to Section 13267 of the California Water Code; and

WHEREAS, the Statewide General Waste Discharge Requirements for sanitary sewer systems applies to collection system agencies with greater than one (1) mile of sewers; and

WHEREAS, the Statewide General Waste Discharge Requirements for sanitary sewer systems mandates the development of a Sewer System Management Plan (SSMP); and

WHEREAS, in July 2005 the San Francisco Bay Regional Water Quality Control Board required the owners and operators of sewer collection systems to develop and implement a Sewer System Management Plan (SSMP); and

WHEREAS, in November 2005 the District initiated the preparation of an SSMP; and

WHEREAS, the District's SSMP has now been completed and is ready for approval, adoption, and implementation.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE DUBLIN SAN RAMON SERVICES DISTRICT, a public agency located in the counties of Alameda and Contra Costa, California, that the Sewer System Management Plan (SSMP), attached as Exhibit "A", is hereby approved and adopted.

ADOPTED by the Board of Directors of the Dublin San Ramon Services District, a public agency in the State of California, counties of Alameda and Contra Costa, at its regular meeting held on the 18th day of September 2007, and passed by the following vote:

AYES: 5 - Directors Daniel J. Scannell, Jeffrey G. Hansen, Thomas W. Ford, Richard M. Halket, D.L. (Pat) Howard

NOES: 0

ABSENT: 0

D.L. (Pat) Howard, President

Attest:

Nancy G. Hatfield, District Secretary

H:\BOARD\DRAFT\RES\20070918-07\SSMP RESOLUTION (2).DOC

RESOLUTION NO. 43-12

RESOLUTION OF THE BOARD OF DIRECTORS OF DUBLIN SAN RAMON SERVICES DISTRICT APPROVING AND ADOPTING A SEWER SYSTEM MANAGEMENT PLAN (SSMP) UPDATE

WHEREAS, the State Water Resources Control Board approved Statewide General Waste Discharge Requirements (GWDR) for sanitary sewer systems pursuant to Section 13267 of the California Water Code; and

WHEREAS, the Statewide General Waste Discharge Requirements for sanitary sewer systems applies to collection system agencies with greater than one (1) mile of sewers; and

WHEREAS, the Statewide General Waste Discharge Requirements for sanitary sewer systems mandates the development of a Sewer System Management Plan (SSMP); and

WHEREAS, in July 2005 the San Francisco Bay Regional Water Quality Control Board required the owners and operators of sewer collection systems to develop and implement an SSMP; and

WHEREAS, on September 18, 2007 the District adopted its SSMP; and

WHEREAS, Section D.14 of the GWDR requires the SSMP to be updated every five years, must include any significant program changes and be re-certified by the Board of Directors; and

WHEREAS, the District has made significant changes to the SSMP and is ready for re-certification.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF DUBLIN SAN RAMON SERVICES DISTRICT, a public agency located in the counties of Alameda and Contra Costa, California, that the Sewer System Management Plan (SSMP) Updated 2012, attached as Exhibit "A", is hereby approved and adopted.

ADOPTED by the Board of Directors of Dublin San Ramon Services District, a public agency in the State of California, counties of Alameda and Contra Costa, at its regular meeting held on the 18th day of September 2012, and passed by the following vote:

AYES: 4 - Directors Georgean M. Vonheeder-Leopold, Dawn L. Benson, D.L. (Pat) Howard, Richard M. Halket

NOES: 0

ABSENT: 0

Richard M. Halket, President

Attest:

Nancy G. Hatfield, District Secretary

CERTIFIED AS A TRUE AND CORRECT COPY OF THE ORIGINAL ON FILE IN THE OFFICE OF DUBLIN SAN RAMON SERVICES DISTRICT
Secretary Nancy G. Hatfield

SEP 20 2012

H:\Board\09-18-12\SSMP Update\SSMP Resolution.doc

RESOLUTION NO. 10-20

RESOLUTION OF THE BOARD OF DIRECTORS OF DUBLIN SAN RAMON SERVICES DISTRICT APPROVING AND ADOPTING A SEWER SYSTEM MANAGEMENT PLAN (SSMP) FIVE-YEAR UPDATE

WHEREAS, the State Water Resources Control Board General Water Discharge Requirements (GWDR) for sanitary sewer systems mandates the development of a Sanitary System Management Plan (SSMP); and

WHEREAS, Section D.14 of the GWDR requires the SSMP to be updated every five years and must include any significant program changes; and

WHEREAS, the last five-year update of the District's SSMP was certified by Board Resolution No. 43-12 on September 18, 2012; and

WHEREAS, the District has updated its SSMP and it is ready for re-certification.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF DUBLIN SAN RAMON SERVICES DISTRICT, a public agency located in the Counties of Alameda and Contra Costa, California, that the Sewer System Management Plan Updated November 2018, attached as Exhibit "A," is hereby approved and adopted.

ADOPTED by the Board of Directors of Dublin San Ramon Services District, a public agency in the State of California, Counties of Alameda and Contra Costa, at its regular meeting held on the 4th day of February, 2020, and passed by the following vote:

AYES: 4 - Directors Richard M. Halket, Madelyne A. Misheloff, Georgean M. Vonheeder-Leopold, Edward R. Duarte

NOES: 0

ABSENT: 1 - Director Ann Marie Johnson

Edward R. Duarte, President

ATTEST: Nicole Genzale, District Secretary

Appendix B: Plan Internal Audit Reports

Dublin San Ramon Services District

Water, wastewater, recycled water

SEWER SYSTEM MANAGEMENT PLAN

INTERNAL AUDIT

AUDIT PERIOD: 2021 THROUGH 2024

January 2025

WDID: 2SSO10128

Prepared in Consultation with:
Causey Consulting
Walnut Creek, CA 94598

Appendix C: SSMP Change Log

SSMP CHANGE LOG			
Date	***SSMP Element #***	***Description of Change / Revision Made***	***Person Authorizing Change***

Appendix D: Spill Emergency Response Plan

Dublin San Ramon Services District

Sewer Spill Emergency Response Plan

Effective Date: June 5, 2023

Revised Date: July 16, 2023

Approved by: Clint Byrum

Signature:

Date: July 16, 2023

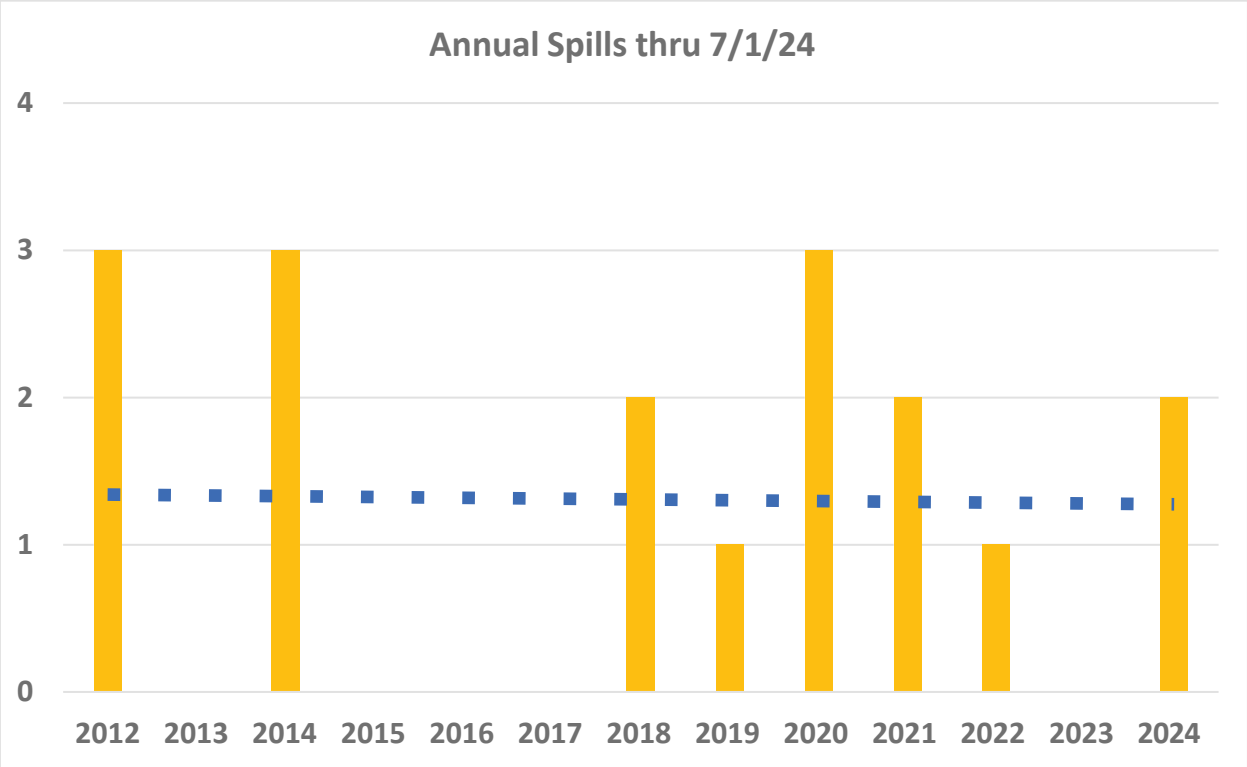
Prepared by: David Patzer
DKF Solutions Group, LLC
dpatzer@dkfsolutions.com

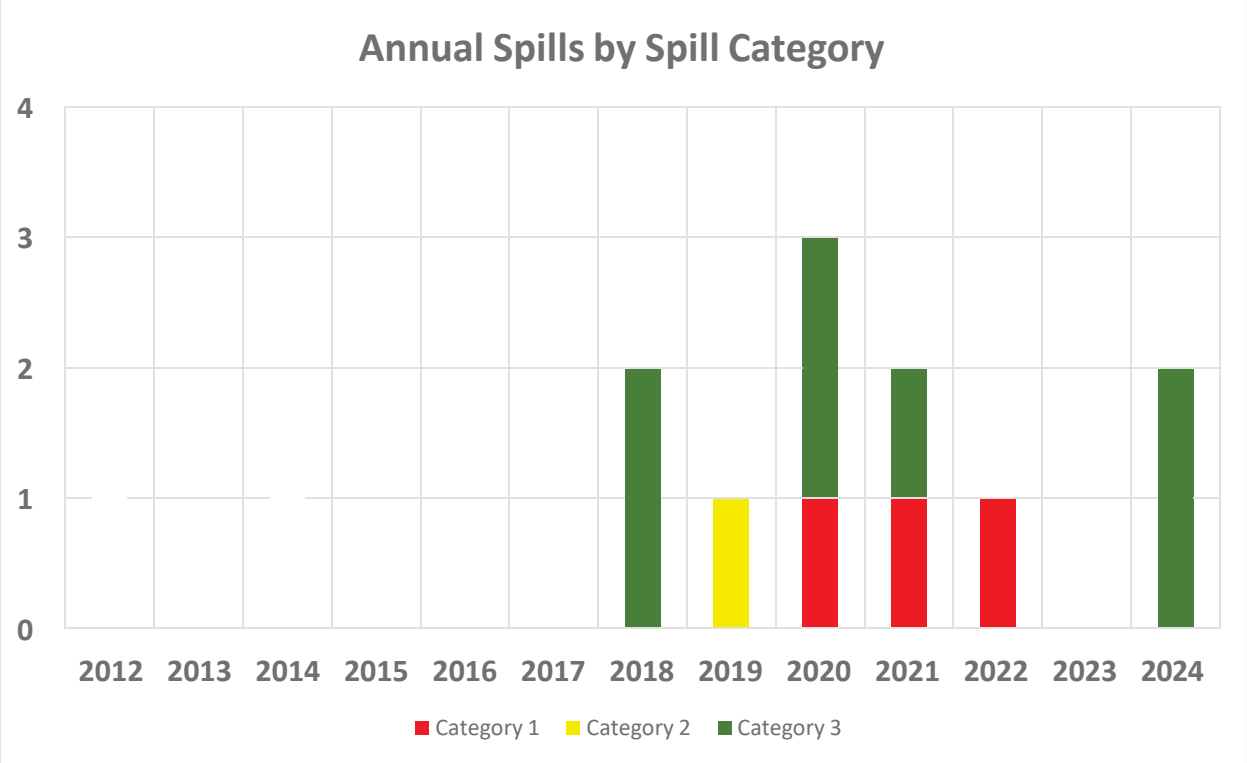
Dublin San Ramon Services District

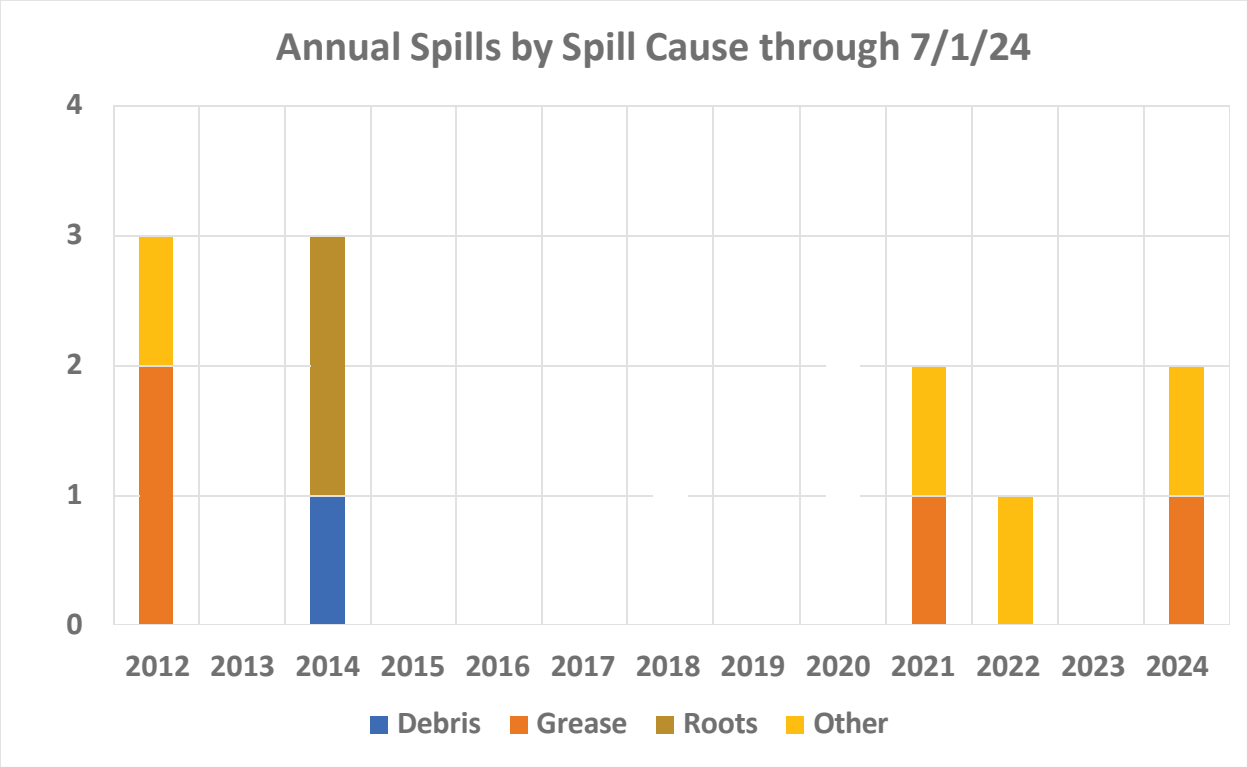
Sewer Spill/Backup Response Workbook

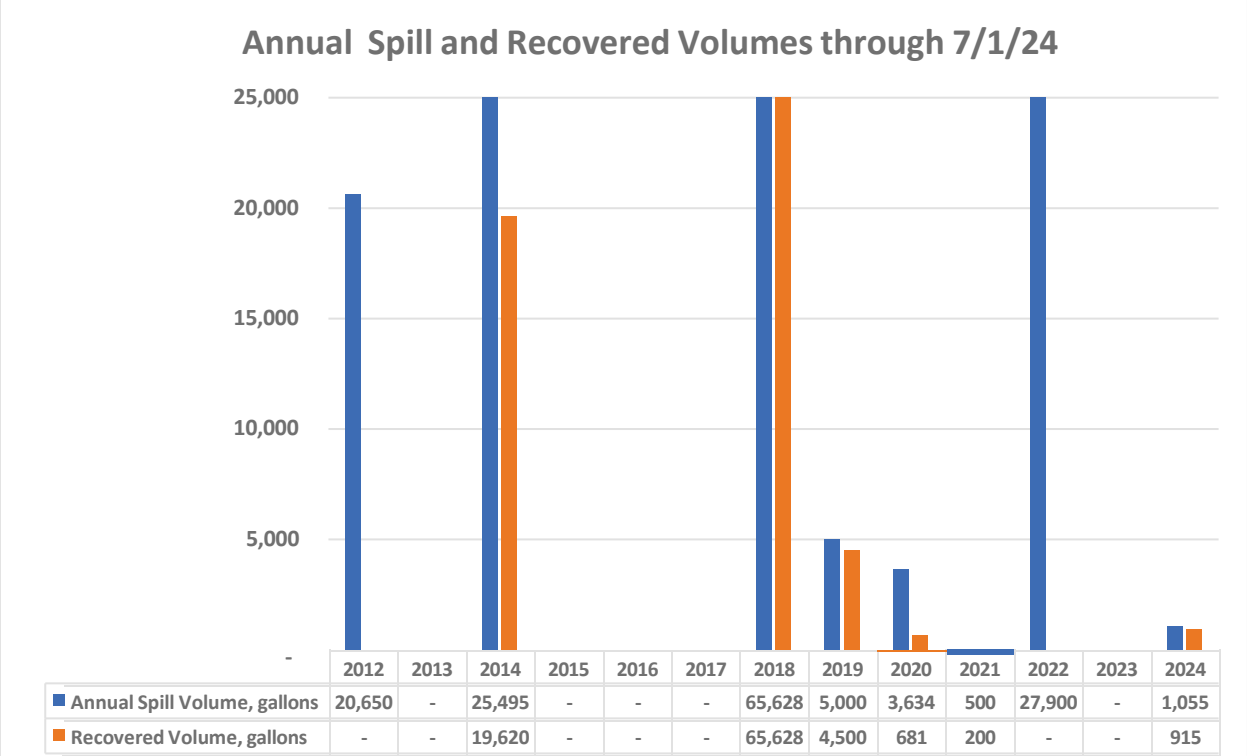
Appendix E: Performance Results

Spill Performance Results

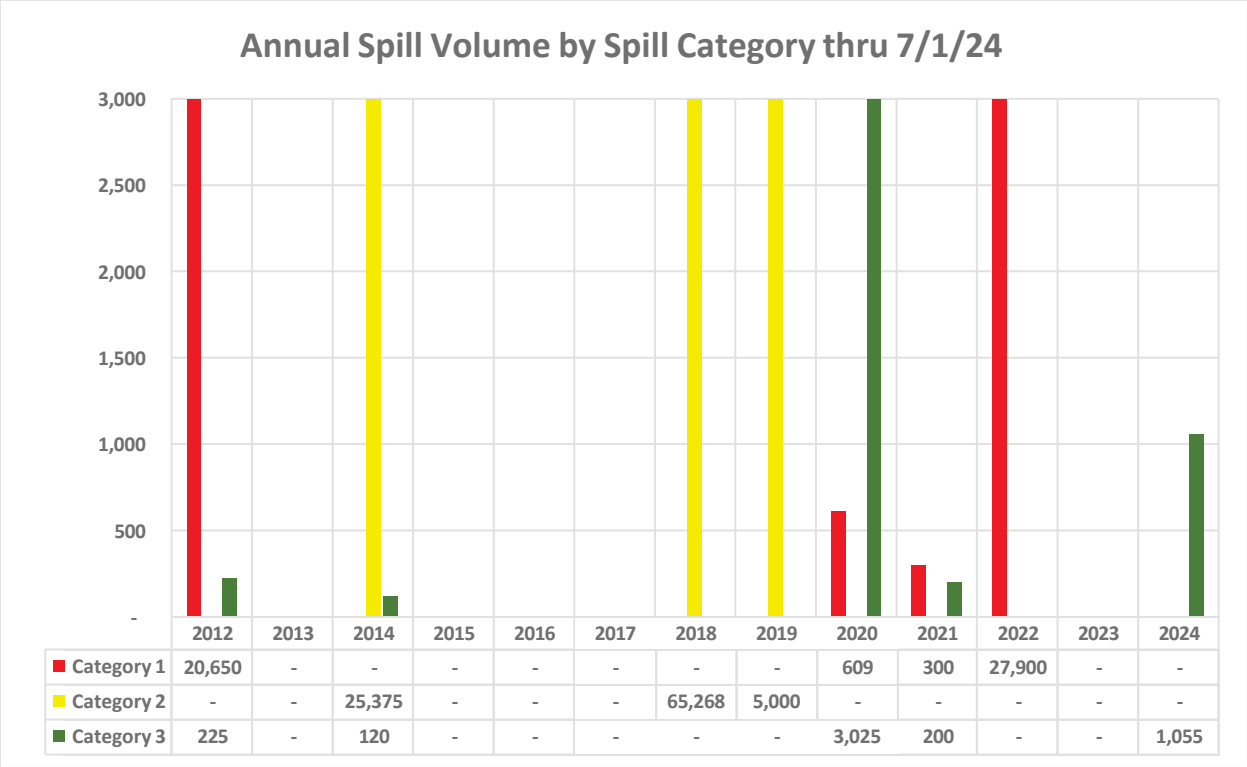






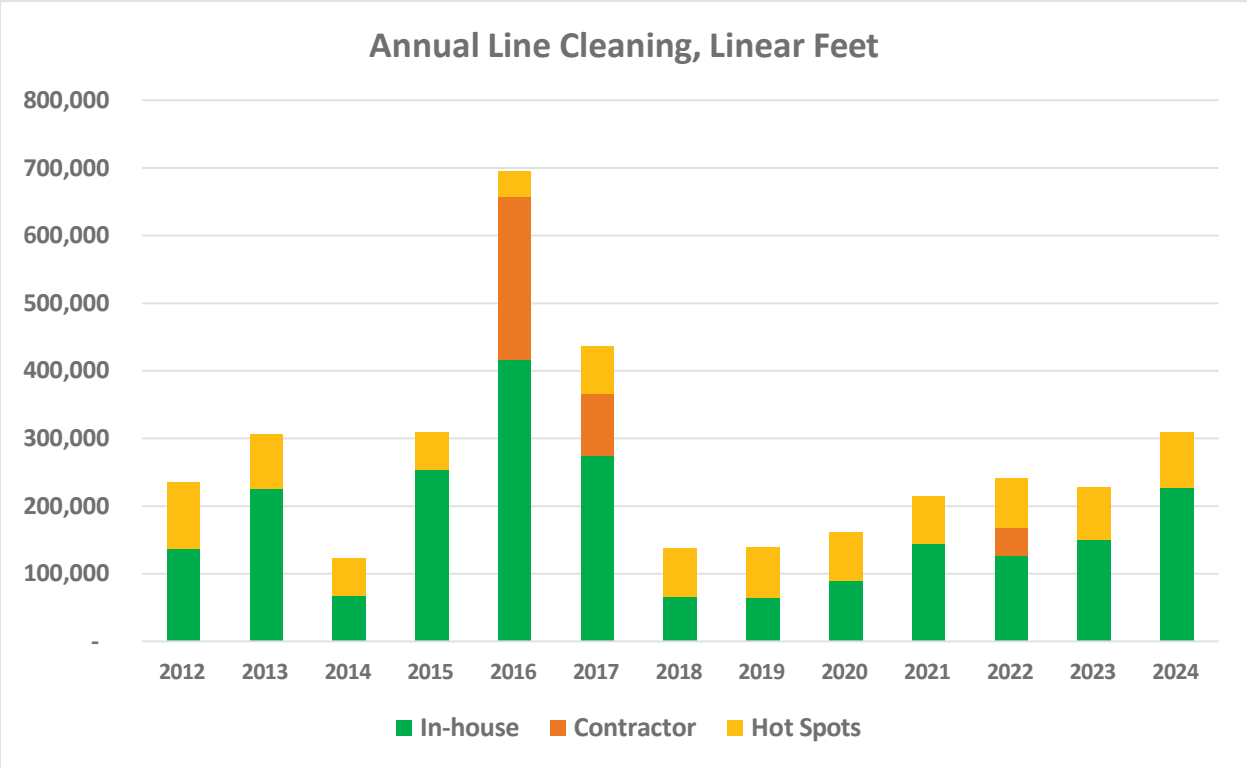


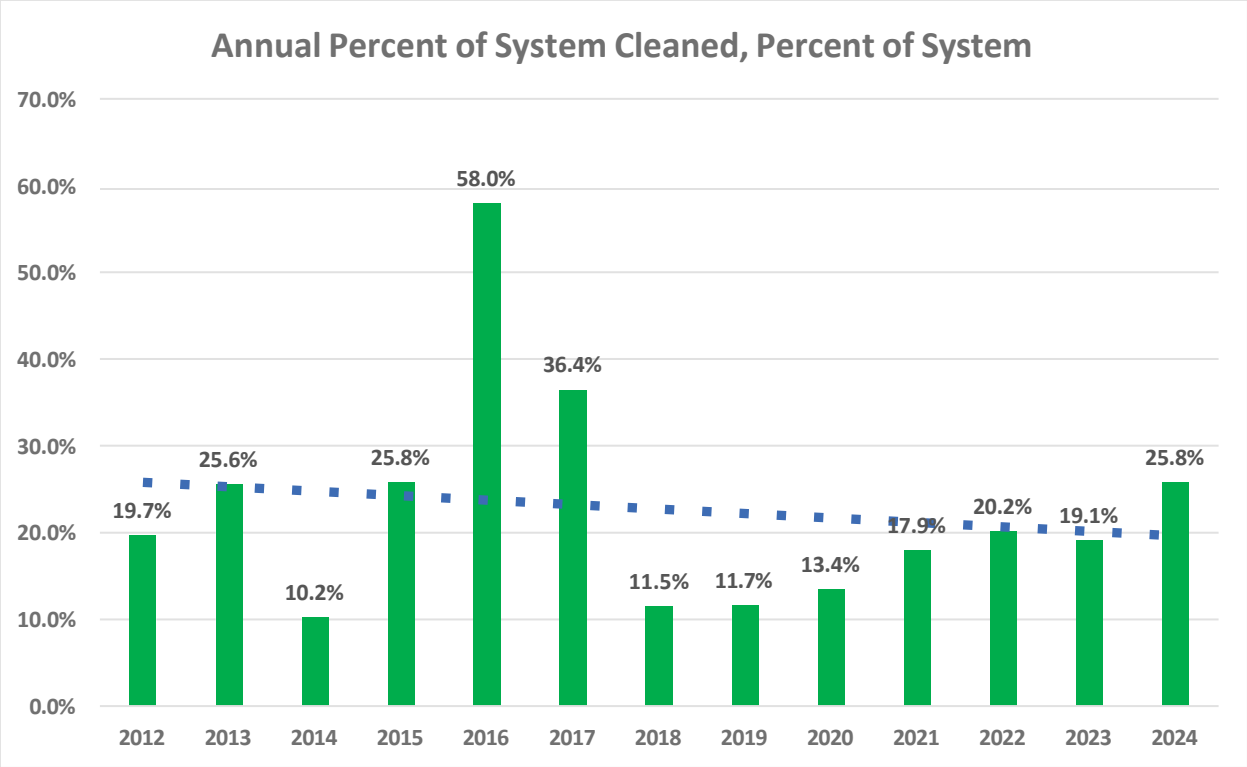
	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Annual Spill Volume, gallons	20,650	-	25,495	-	-	-	65,628	5,000	3,634	500	27,900	-	1,055
Recovered Volume, gallons	-	-	19,620	-	-	-	65,628	4,500	681	200	-	-	915

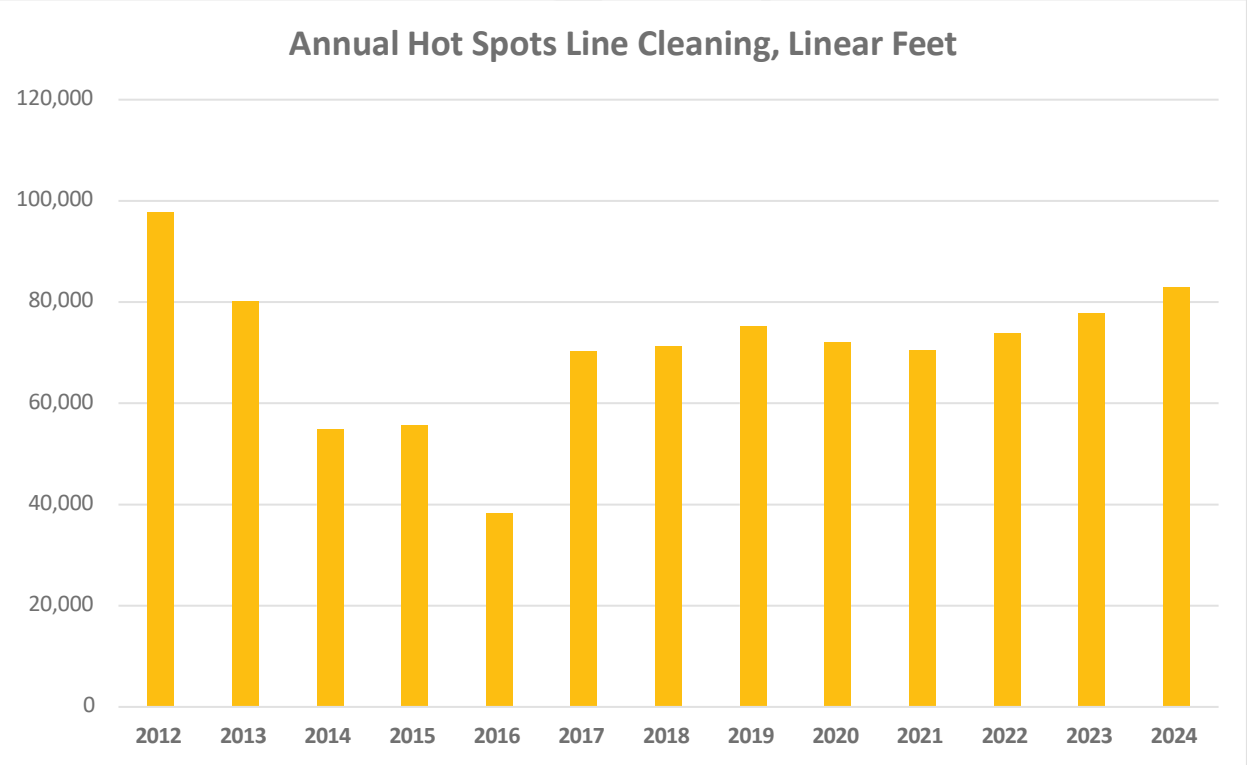


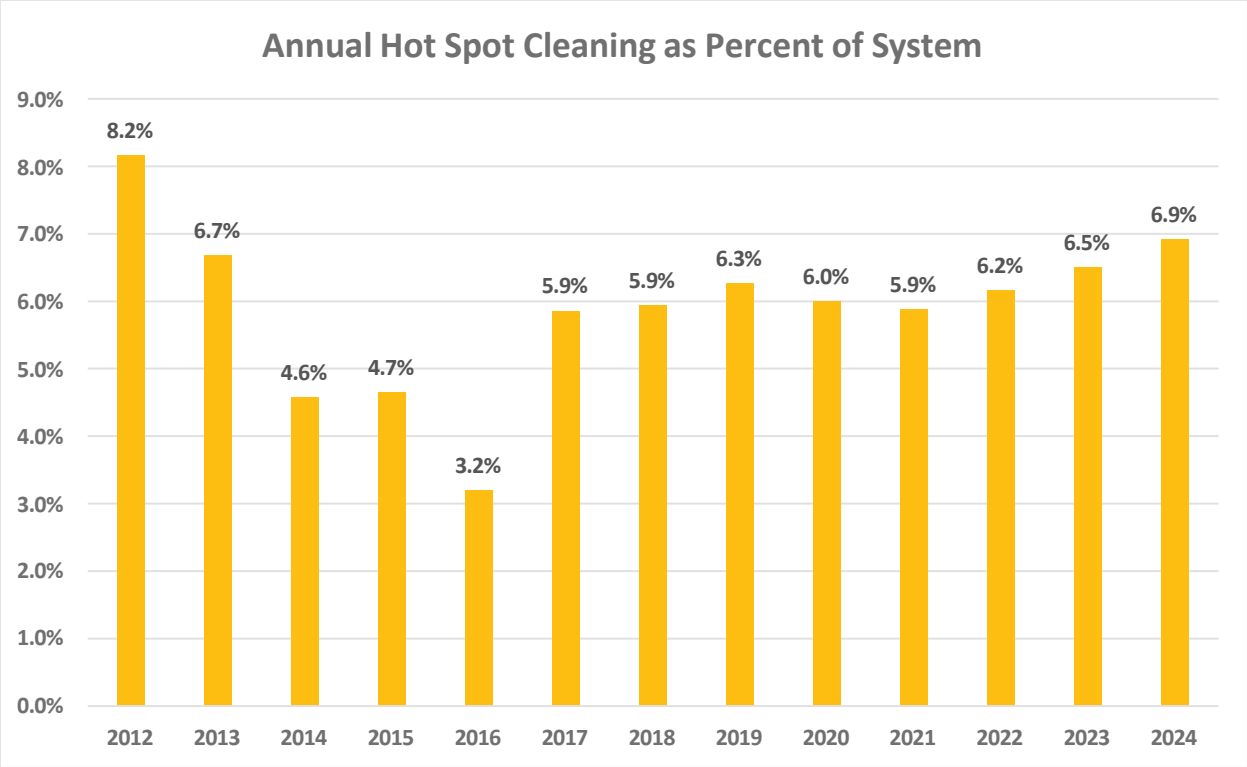
	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Category 1	20,650	-	-	-	-	-	-	-	609	300	27,900	-	-
Category 2	-	-	25,375	-	-	-	65,268	5,000	-	-	-	-	-
Category 3	225	-	120	-	-	-	-	-	3,025	200	-	-	1,055

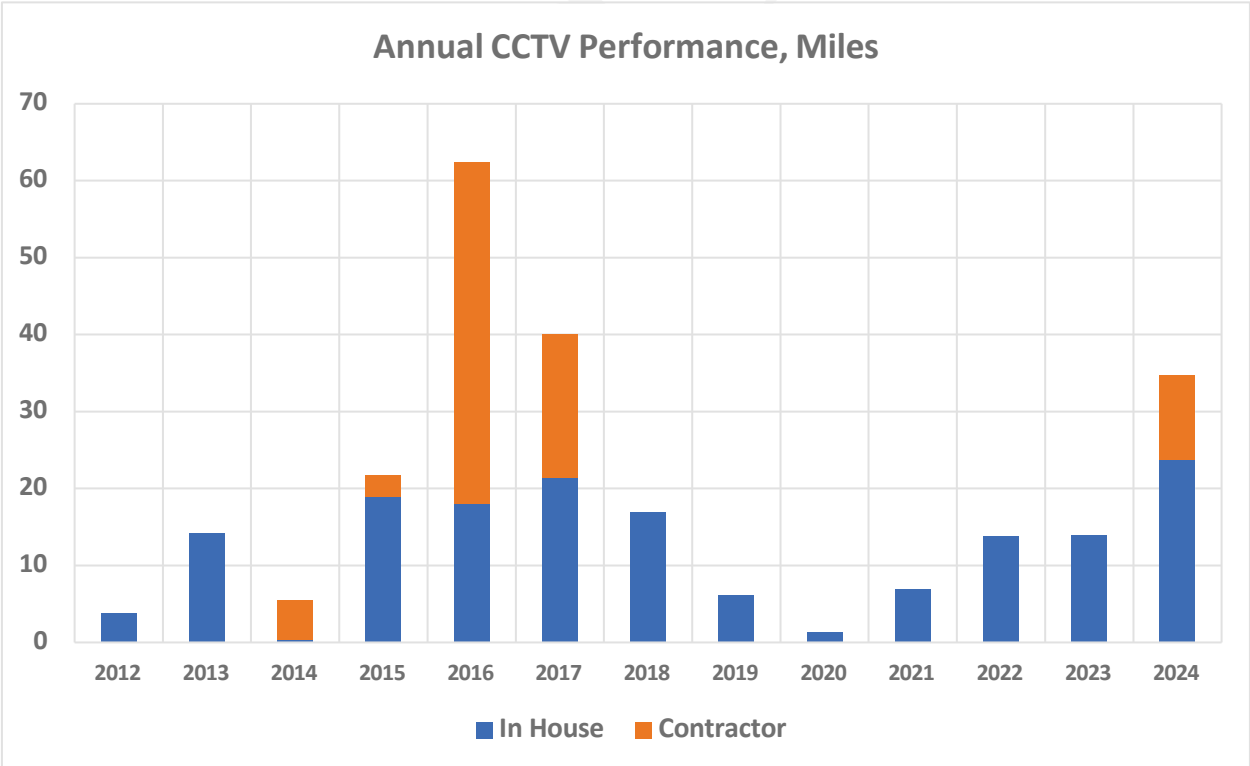
Operational Performance Results

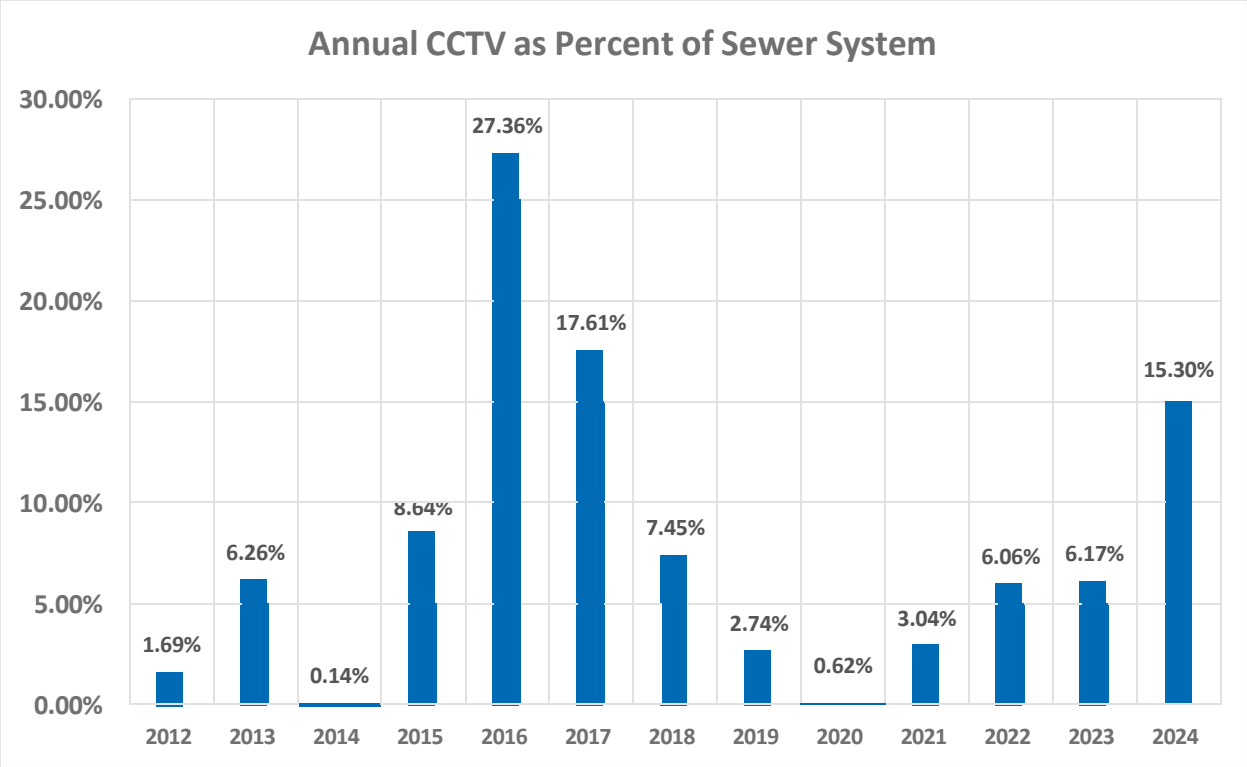


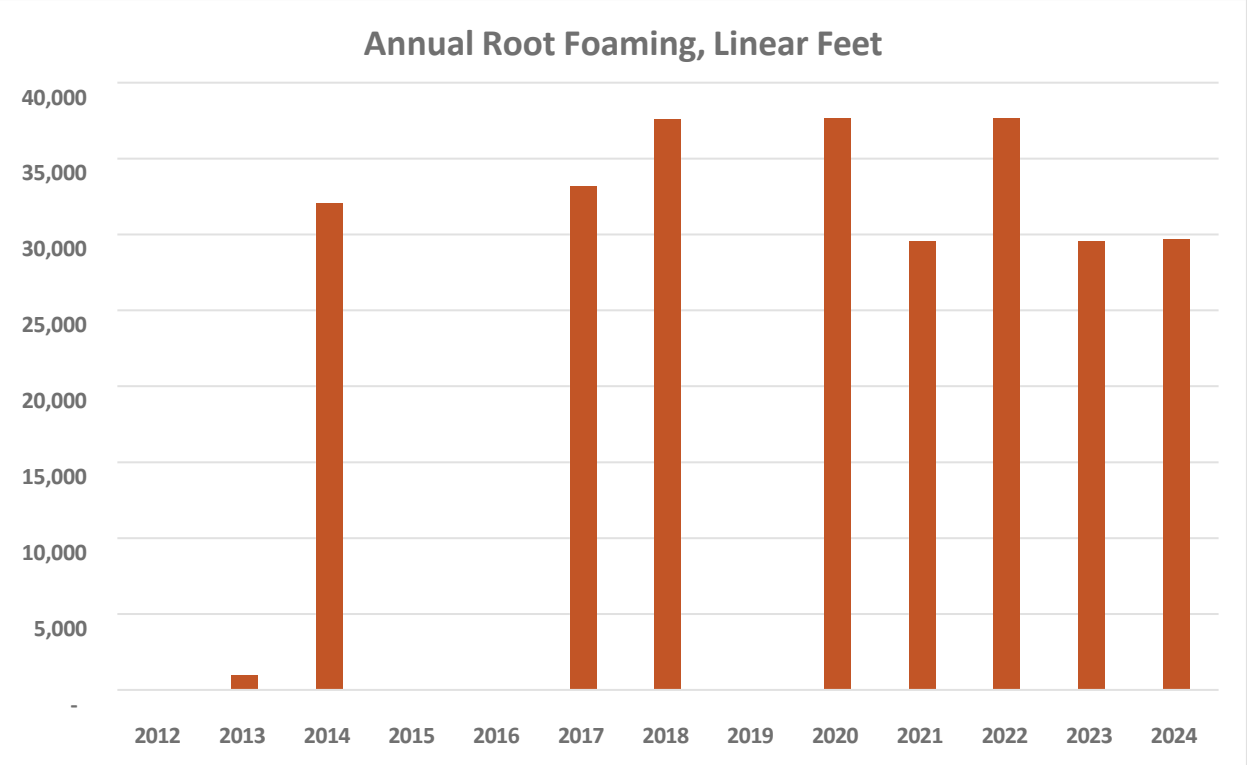

Annual Percent of System Cleaned, Percent of System
70.0%
60.0%
50.0%
40.0%
30.0%
20.0%
10.0%
0.0%
19.7%
25.6%
10.2%
25.8%
58.0%
36.4%
11.5%
11.7%
13.4%
17.9%
20.2%
19.1%
25.8%
2012
2013
2014
2015
2016
2017
2018
2019
2020
2021
2022
2023
2024

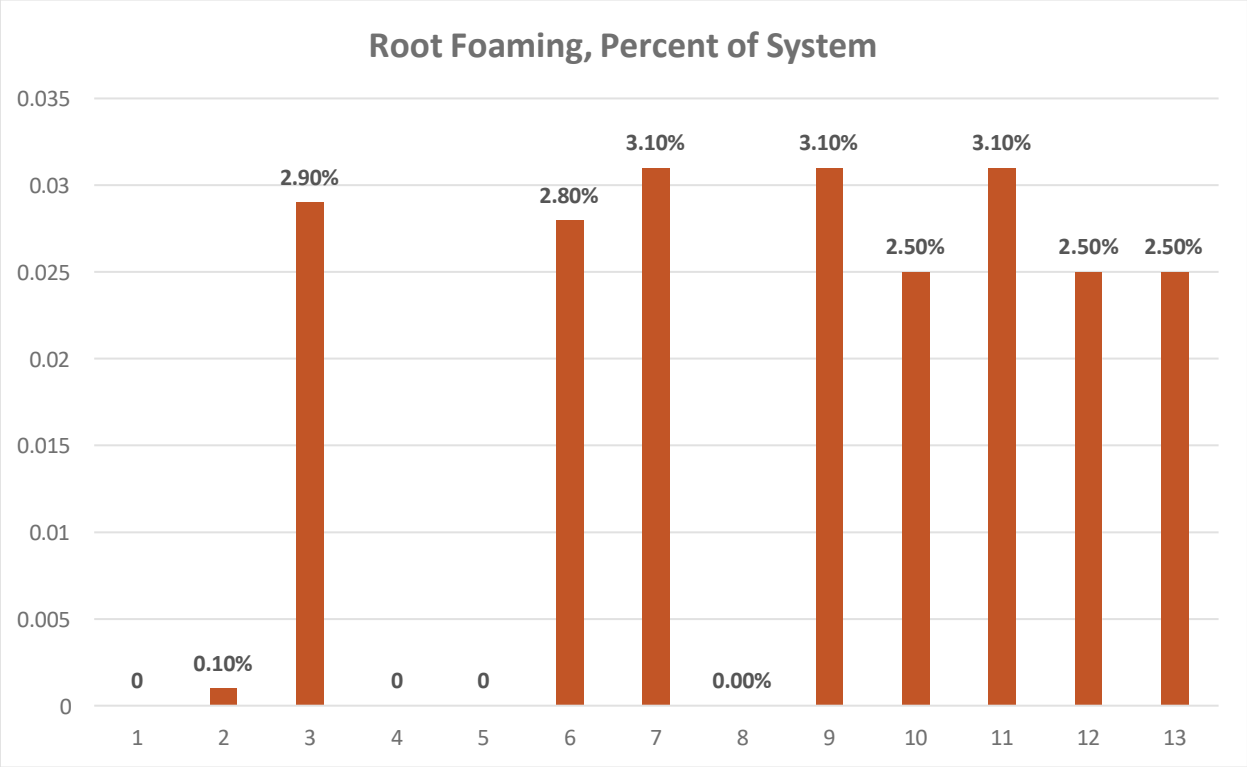

Annual Hot Spots Line Cleaning, Linear Feet
120,000
100,000
80,000
60,000
40,000
20,000
0
2012
2013
2014
2015
2016
2017
2018
2019
2020
2021
2022
2023
2024


Annual Hot Spot Cleaning as Percent of System
9.0%
8.0%
7.0%
6.0%
5.0%
4.0%
3.0%
2.0%
1.0%
0.0%
8.2%
6.7%
4.6%
4.7%
3.2%
5.9%
5.9%
6.3%
6.0%
5.9%
6.2%
6.5%
6.9%
2012
2013
2014
2015
2016
2017
2018
2019
2020
2021
2022
2023
2024


Annual CCTV Performance, Miles
70
60
50
40
30
20
10
0
2012
2013
2014
2015
2016
2017
2018
2019
2020
2021
2022
2023
2024
In House
Contractor


Annual CCTV as Percent of Sewer System
30.00%
25.00%
20.00%
15.00%
10.00%
5.00%
0.00%
1.69%
6.26%
0.14%
8.64%
27.36%
17.61%
7.45%
2.74%
0.62%
3.04%
6.06%
6.17%
15.30%
2012
2013
2014
2015
2016
2017
2018
2019
2020
2021
2022
2023
2024


Annual Root Foaming, Linear Feet
40,000
35,000
30,000
25,000
20,000
15,000
10,000
5,000
-
2012
2013
2014
2015
2016
2017
2018
2019
2020
2021
2022
2023
2024


Root Foaming, Percent of System
0.035
0.03
0.025
0.02
0.015
0.01
0.005
0
0
0.10%
2.90%
0
0
2.80%
3.10%
0.00%
3.10%
2.50%
3.10%
2.50%
2.50%
1
2
3
4
5
6
7
8
9
10
11
12
13

Dublin San Ramon Services District
Water, wastewater, recycled water

STAFF REPORT

Meeting Date: July 1, 2025

TITLE: Receive Presentation on the Zone 7 Water Agency 2025 Annual Water Sustainability Report

RECOMMENDATION:

Staff recommends the Board of Directors receive an informational presentation on the Zone 7 Water Agency 2025 Annual Water Sustainability Report.

DISCUSSION:

The District purchases 100% of its treated drinking water supplies from Zone 7 Water Agency (Zone 7), the Tri-Valley's water supply wholesale water agency. Each year, in accordance with Zone 7's Water Supply Reliability policy, Zone 7 conducts an annual review of water supplies to evaluate Zone 7's ability to meet water delivery requests over the next five years. The findings of this review are summarized in the Annual Water Sustainability Report that is presented to the Zone 7 Board each April and used by Zone 7 to determine whether a water shortage condition exists, and the associated response actions that may need to be implemented. Any such actions would be coordinated with the Tri-Valley's treated water retailers, including DSRSD.

On April 16, the Zone 7 Board received the 2025 Annual Water Sustainability Report. A summary of the key points from the April report is provided below:

- Zone 7 projects being able to meet 100% of projected demands over the next five years, assuming critically dry and dry conditions in 2026 and 2027 and average hydrologic conditions in 2028 and 2029. Zone 7 projects being able to meet demands without mandatory conservation under assumed conditions.
- For calendar year 2025, Zone 7's planned incoming water supplies are anticipated to consist of 32,200 acre-feet (AF) of imported water based on a 40% State Water Project (SWP) allocation and 5,000 AF of local runoff captured in Lake Del Valle. Since Zone 7 prepared the 2025 Annual Water Sustainability Report, the Department of Water Resources (DWR) has increased the 2025 SWP allocation to 50%.
- Given existing conditions and above normal incoming supplies, Zone 7 plans to withdraw 23,800 AF from storage, consisting of 9,200 AF of SWP carryover from 2024 stored in San Luis Reservoir, 8,600 AF of previously captured runoff in Lake Del Valle in 2024, and 6,000 from the Livermore Valley Groundwater Basin (Main Basin).
- Planned 2025 incoming supplies, combined with withdrawal from various stored supplies, results in a total of 61,600 AF that could be used to meet customer demands of 40,500 AF. Remaining supplies will be carried over in Lake Del Valley and San Luis Reservoir for use in 2026. Zone 7 is not planning to artificially recharge the Main Basin in 2025 as its storage condition is 100% of capacity. No deliveries to storage in the Kern County banks are anticipated for 2025.
- At the beginning of 2025, storage in the Main Groundwater Basin was estimated at 100% of total capacity (253,000 AF out of 254,000 AF), of which 125,000 AF is considered operational storage (i.e., above historical groundwater lows) and the remaining 128,000 AF is reserved for emergencies. Zone 7 is projecting that operational storage in the Main Groundwater Basin will be at 119,000 AF at the end of 2025, or approximately 97% of total capacity. Zone 7 also has 100,600 acre-feet of water stored in the Kern County groundwater banks and is not anticipating the need to withdraw water from these banks in 2025.
- Zone 7 will continue to monitor local and statewide hydrologic conditions and adjust operations as necessary to optimize use of available resources, prepare for future droughts, and coordinate with its retailers.

Originating Department: Engineering and Technical Services	**Contact: I. Suroso/S. Delight**	**Legal Review: Not Required**
Financial Review: Not Required	**Cost and Funding Source: N/A**	
Attachments: ☐ None ☐ Resolution ☐ Ordinance ☐ Task Order ☐ Proclamation ☒ Other (see list on right)	**Attachment 1 – Presentation Slides**	

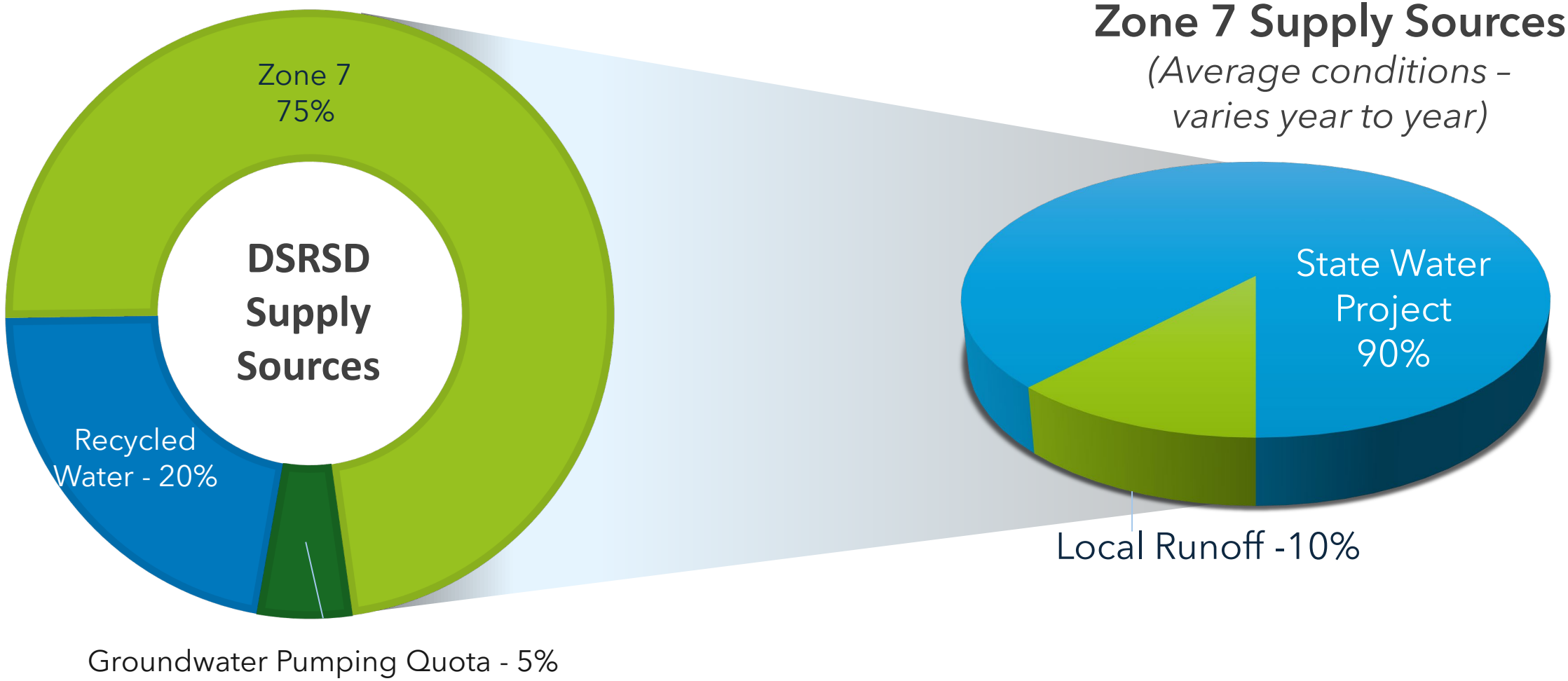
Dublin San Ramon Services District
Water, wastewater, recycled water

Zone 7 Water Agency 2025 Annual Water Sustainability Report

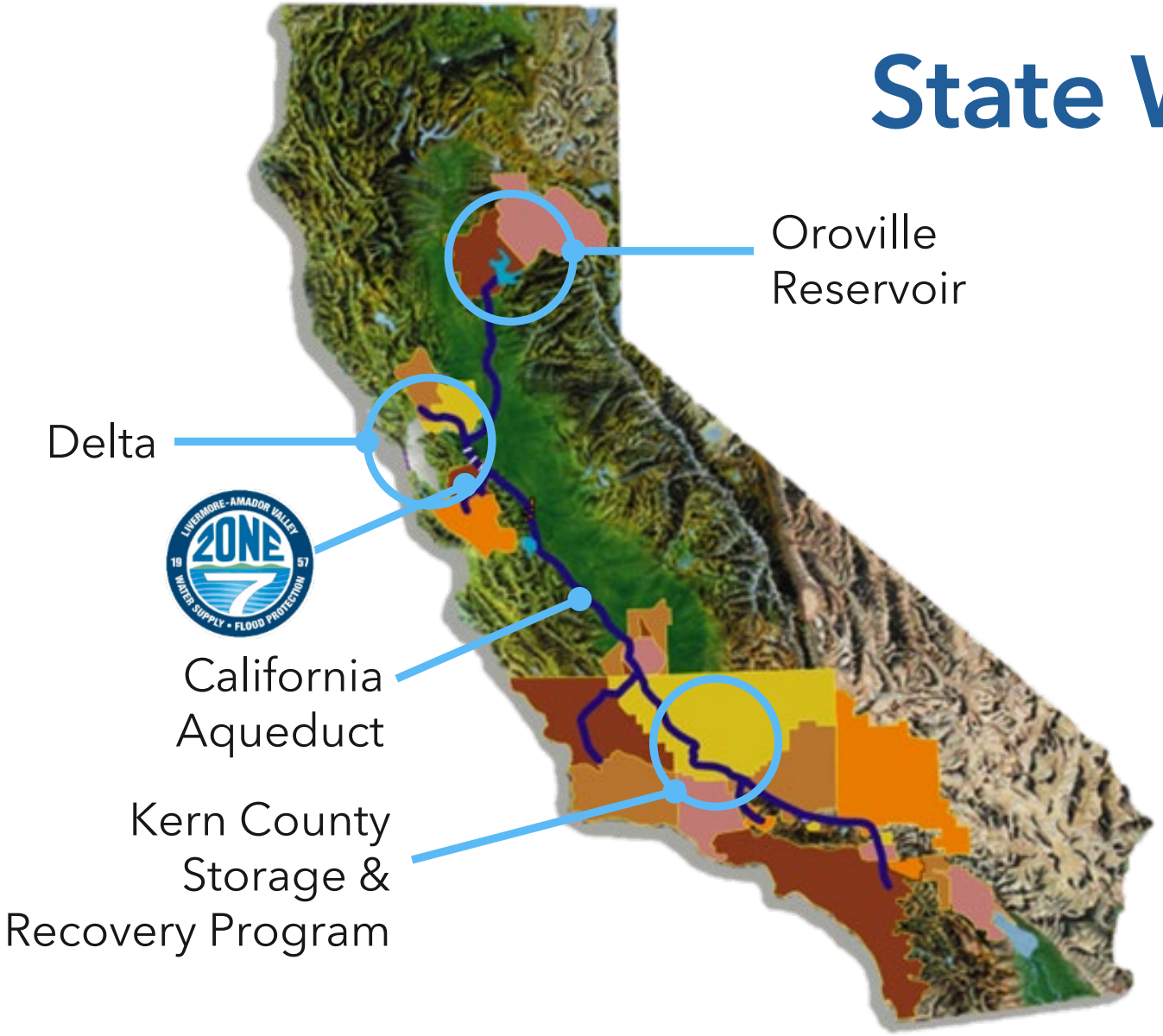
Board Meeting
July 1, 2025

Irene Suroso, Senior Engineer

Water Supplies



State Water Project (SWP)



- Owned and operated by California Department of Water Resources
- Delivers water to 29 contractors
- Zone 7 stores excess imported surface water in the local groundwater basin and remote groundwater banks in Kern County

2025 Annual Water Sustainability Report

Cumulative local rainfall to date is below average

Zone 7 expects to receive at least 40% allocation from the State Water Project and about 5,000 AF of local water

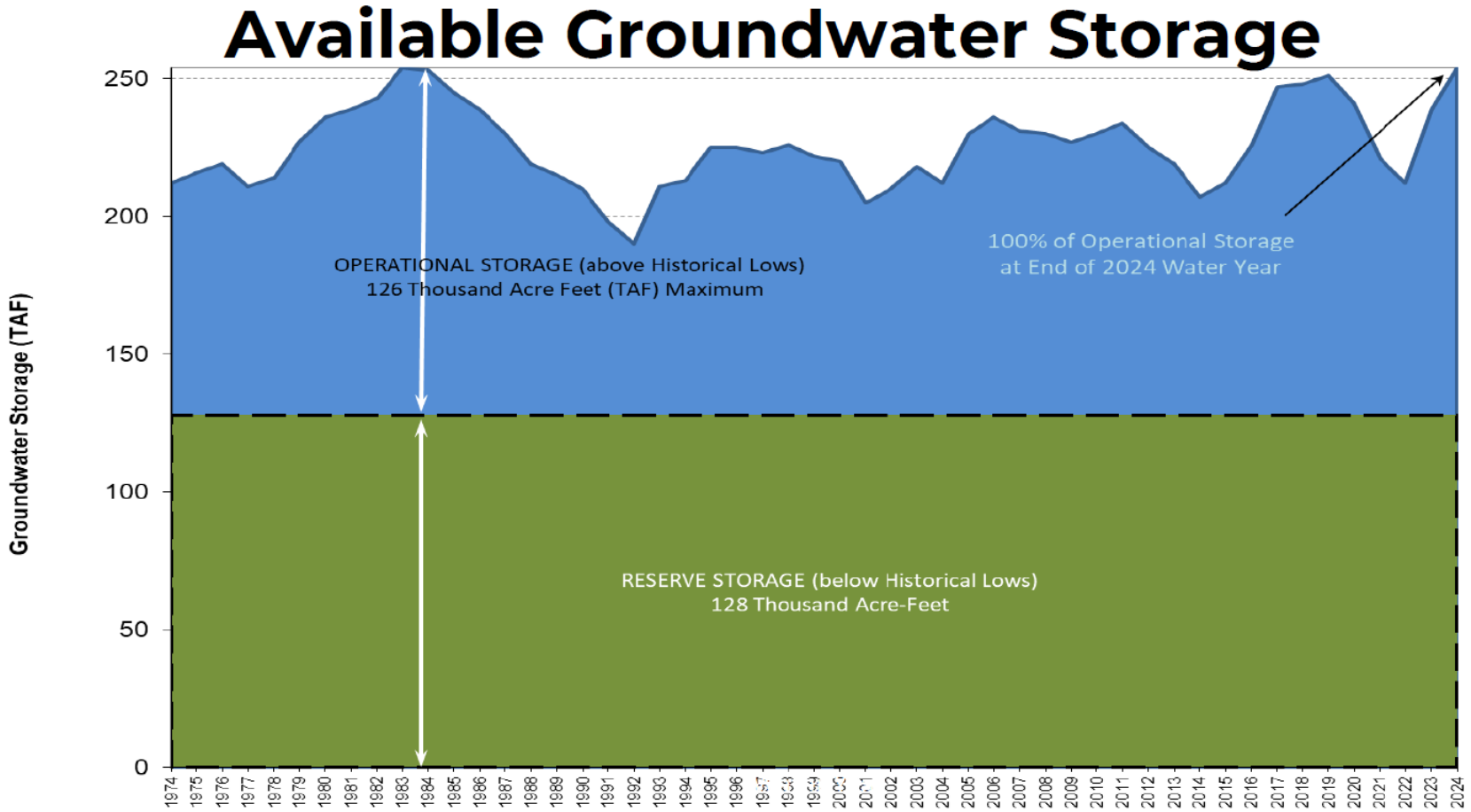
Zone 7 plans to supply an average amount of groundwater this year – 6,000 AF

Zone 7 is evaluating the need to bank water in the Kern County Storage and Recovery Programs

Zone 7 plans to suspend recharge to the main basin

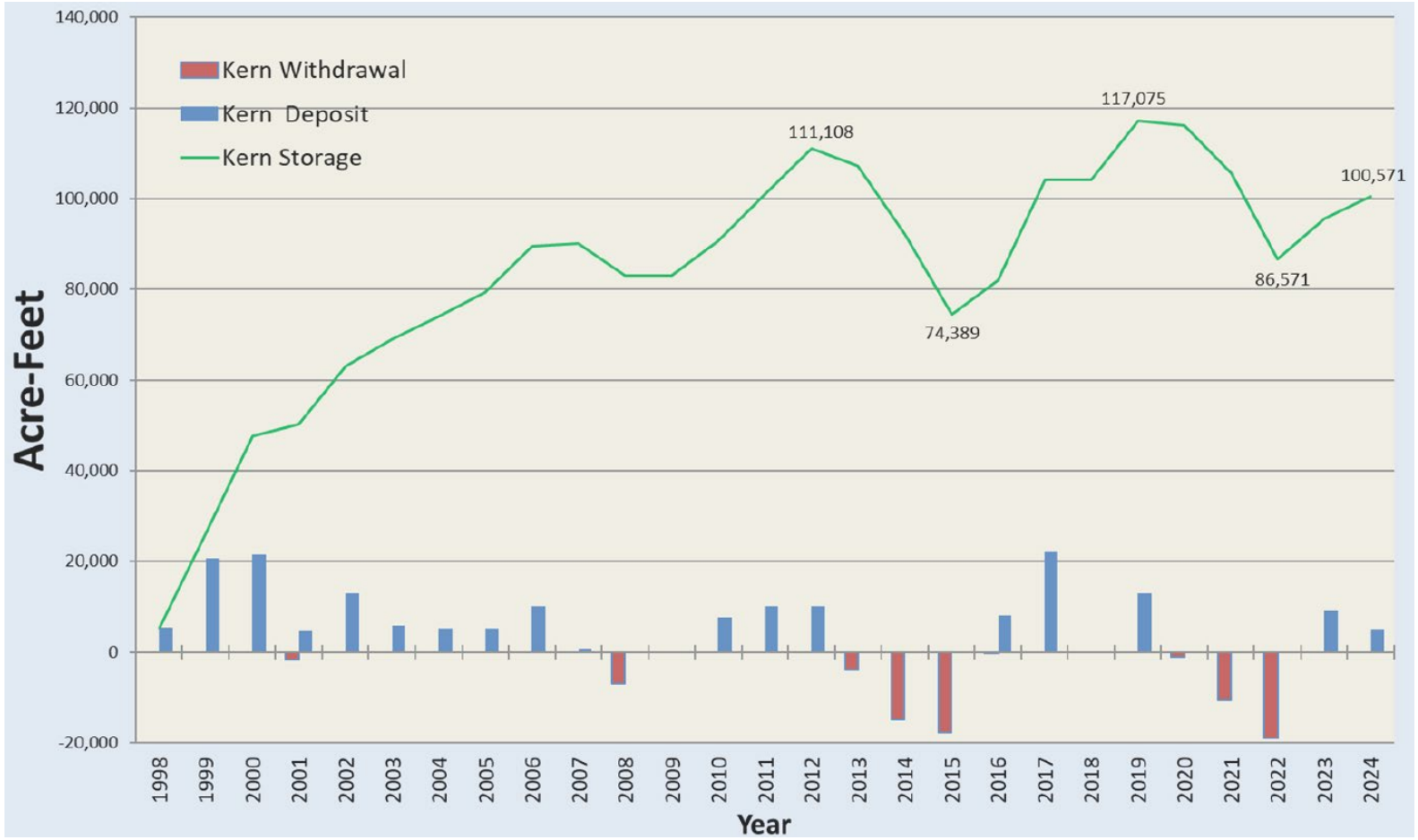
Reference: Zone 7 Water Agency 2025 Annual Sustainability Report, April 2025

Livermore Valley Groundwater Basin Storage

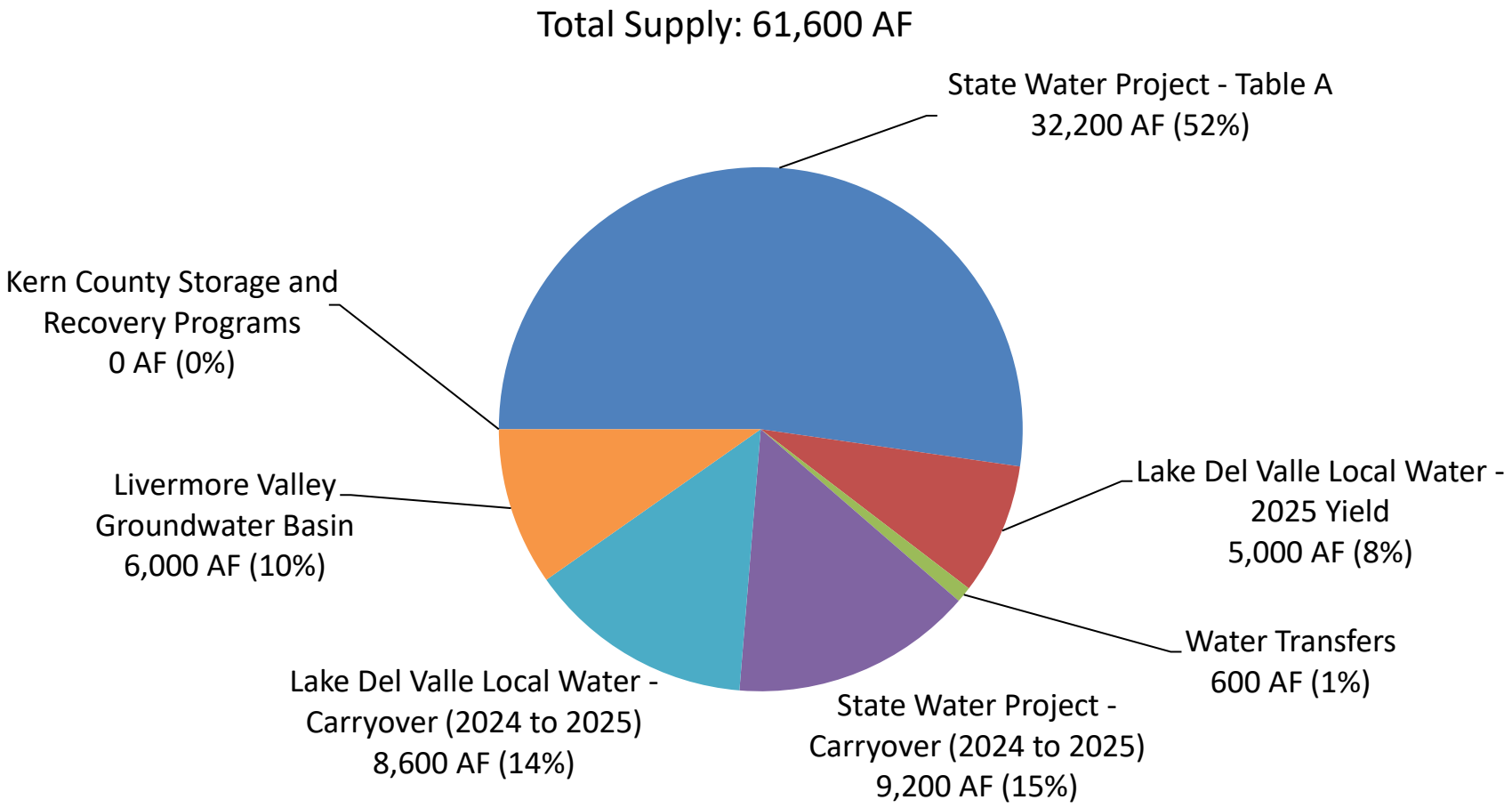


Reference: Zone 7 Water Agency 2025 Annual Sustainability Report, April 2025

Kern County Storage & Recovery Programs



2025 Water Supply Portfolio



Reference: Zone 7 Water Agency 2025 Annual Sustainability Report, April 2025

5-Year Outlook

SUPPLIES VS DEMANDS	ACTUAL	PROJECTIONS				
Acre-Feet	**2024**	**2025**	**2026**	**2027**	**2028**	**2029**
Hydrologic Year Equivalent	*2009*	*2018*	*1977*	*2018*	*Average*	*Average*
Table A Allocation	*40%*	*40%*	*10%*	*30%*	*53%*	*53%*
Incoming Supplies	41,800	37,800	13,100	34,200	50,700	50,700
Water Supply from Storage	34,000	23,800	41,100	27,900	19,200	22,100
Total Water Supply	75,800	61,600	54,200	62,100	69,900	72,800
Customer Deliveries	39,750	40,500	43,000	47,000	47,000	47,500
Supply to Storage	33,950	20,100	10,000	14,000	22,100	24,500
System Losses	2,100	1,000	1,200	1,100	800	800
% of Demand Delivered (Customer Deliveries)	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**
TOTAL STORAGE	**243,400**	**239,700**	**208,600**	**194,700**	**197,200**	**199,000**

Reference: Zone 7 Water Agency 2025 Annual Sustainability Report, April 2025

Dublin San Ramon Services District
Water, wastewater, recycled water

Questions?

Irene Suroso, Senior Engineer

suroso@dsrsd.com

Dublin San Ramon Services District
Water, wastewater, recycled water

STAFF REPORT

Meeting Date: July 1, 2025

TITLE: Receive Presentation on Strategic Plan Progress Report for Fiscal Years 2024 and 2025

RECOMMENDATION:

Staff recommends the Board of Directors receive a presentation on the progress report on the activities for fiscal year (FY) 2024 and FY 2025 under the five-year Strategic Plan for FY 2024–2028.

DISCUSSION:

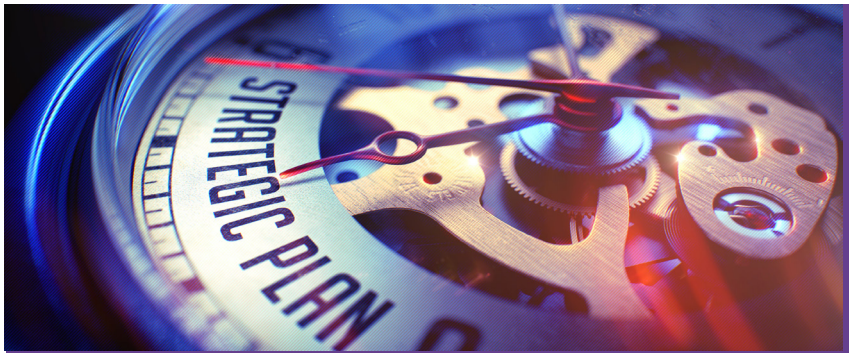
The District's Strategic Plan is a five-year planning document that guides and prioritizes work efforts in support of the District's mission and vision. The 2023 Strategic Plan for FY 2024–2028 (Attachment 1), adopted by the Board on April 18, 2023, outlines key strategic goals and action items that the District seeks to accomplish over the five-year period. As part of the 2023 Strategic Plan's approval resolution, the Board directed staff to provide an annual progress report on work activities for the Strategic Plan. The 2023 Strategic Plan progress report (Attachment 2) covers FY 2024 and FY 2025, from July 1, 2023, through June 30, 2025, and includes a table for each of the 10 goals. Each table includes three columns highlighting:

1. Activities or achievements completed in FY 2024.
2. Activities or achievements completed in FY 2025.
3. Activities currently in progress and future activities planned for the near future.

Concurrent with each biennial budget process, the Board works with staff to review and update the Strategic Plan. On April 25, 2025, the Board adopted the 2025 Strategic Plan for FY 2026–FY 2030. The 2025 Strategic Plan has six goals and a revised structure to better guide District efforts and measure progress towards meeting Strategic Plan goals. Work activities and resources needed to implement the 2025 Strategic Plan are reflected in the operating and capital budgets that were adopted by the Board on June 3, 2025.

At this Board meeting, staff will present highlights of the 2023 Strategic Plan progress report for FY 2024 and FY 2025 and preview efforts underway to develop the workplan structure and revised progress report format that will be used to monitor and report progress on meeting Strategic Plan goals starting in FY 2026.

Originating Department: Office of the General Manager	**Contact: M. Gallardo/J. Lee**	**Legal Review: Not Required**
Financial Review: Not Required	**Cost and Funding Source: N/A**	
Attachments: ☐ None ☐ Resolution ☐ Ordinance ☐ Task Order ☐ Proclamation ☒ Other (see list on right)	**Attachment 1 – Adopted Strategic Plan for FY 2024–2028** **Attachment 2 – Strategic Plan Progress Report for FY 2024 and FY 2025** **Attachment 3 – Presentation Slides**	



Dublin San Ramon Services District

Water, wastewater, recycled water

STRATEGIC PLAN GOALS AND ACTION ITEMS— FYE 2024 - 2028

Maintain our financial stability and sustainability

- Manage the District's finances to meet funding needs and maintain fair and reasonable water and wastewater rates, while striving to limit increases to general inflation trends
- Ensure financial sustainability through long-term financial planning, including 10-year modeling
- Review and update the District's reserve policies

Meet or exceed regulatory requirements while preparing for the future regulatory landscape

- Sustain a robust safety culture by continuously updating the District's environmental health and safety programs
- Develop and maintain a centralized regulatory tracking system
- Collaborate with partner agencies to monitor evolving regulatory requirements and explore potential compliance and mitigation strategies
- Implement improvements to comply with standards adopted by the Environmental Laboratory Accreditation Program beginning January 1, 2024

Enhance our ability to respond to emergencies and maintain business continuity

- Update and maintain documentation of emergency response and business continuity plans, including support documents for regional coordination and mutual assistance
- Manage inventory of emergency assets, equipment, and materials in stock
- Integrate and strengthen employee knowledge and competency of emergency response through ongoing training and Incident Command System (ICS) and Emergency Operation Center (EOC) exercises
- Explore coordination of emergency planning with partner agencies and the cities we serve

Maintain a high level of customer service and community relations through public outreach, education and partnership efforts

- Educate and engage the community on the Tri-Valley's water supply challenges and opportunities through implementation of the Tri-Valley Water Reliability Public Information Program
- Build public awareness of the District's priorities, initiatives, systems, and services
- Leverage Tri-Valley and regional partnerships to maximize public outreach efforts

Improve the resiliency of the District's water supplies against future uncertainties

- Work collaboratively with our Tri-Valley and regional partners in the development of a more diversified and resilient water supply
- Prepare and implement water conservation strategies to reduce water demand, improve system reliability, and comply with state regulations

Foster long-term partnerships to provide efficient and cost-effective services

- Build relationships and actively participate in local partnerships, regional groups, coalitions, and associations to advance common goals
- Review and update our Joint Powers Authority and other interagency agreements and contracts to address changing conditions and align with the District's Mission and Strategic Plan goals

Optimize the Asset Management Program to guide District business decisions

- Standardize and implement District-wide procedures and plans for the Asset Management Program
- Expand and maintain asset records including equipment data, criticality, maintenance history, asset condition, and performance
- Use asset management data to maximize the life of assets and budget for long-term capital replacement needs

Improve energy efficiency and reliability for the District

- Develop a District energy policy and District energy master plan that evaluates sustainable energy sources and opportunities for cost-effective energy conservation and efficiency
- Initiate cost-effective energy projects consistent with the District's energy policy, business needs, and future regulations

Maintain a culture that attracts, retains, and engages a high performing workforce in support of the District's Mission and Values

- Diversify and strengthen the skills of District employees to meet evolving workforce demands through participation in professional organizations and development programs
- Implement a structured management and leadership program for employee career and professional growth
- Promote a strong District workforce culture which encourages learning, teamwork, and recognition of employee contributions, and enhances employee engagement
- Develop a succession plan for key positions where feasible

Optimize District-wide operations by improving our business practices, procedures, and information systems to meet evolving needs

- Invest in business process improvements to enhance communications and access to information
- Integrate our business enterprise systems to more effectively share data across the District
- Review and update our Information Technology and SCADA Master Plans

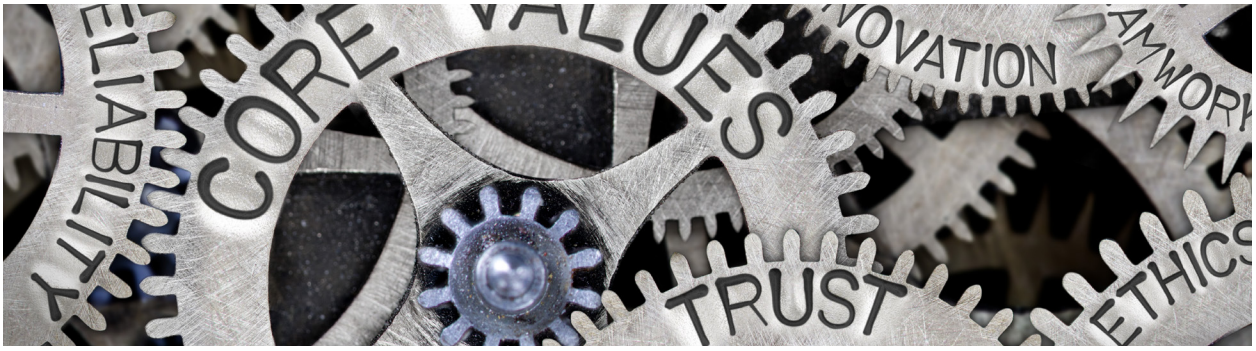
Updated April 2023

MISSION

Protect public health and the environment by providing reliable and sustainable water, recycled water, and wastewater services in a safe, efficient, and fiscally responsible manner.

VISION

In our operations, financial practices, and public policies we strive to be an effective and efficient organization, and to be seen as an industry leader of best management practices. Our agency seeks to be adaptable and resilient in navigating the challenges of our ever-changing industry.



DISTRICT CORE VALUES

The core values are simple key words that describe the values of the agency; they are accompanied by questions that are to be asked when major policy decisions are being considered to ascertain if the decision is in conformance to the stated values.

CORE VALUE	CORE VALUE QUESTION
Protect Public Health and the Environment	Does the decision protect public health and the environment?
Sustain Financial Stability	Does the decision sustain or contribute to the financial stability of the District?
Be Open and Transparent	Is the decision being made in an appropriately open and transparent manner and has it considered public input?
Fairness, Respect, Honesty, and Ethics	Does the decision treat all concerned fairly, respectfully, honestly, and ethically?
Operate Safely	Does the decision promote a safe environment for the community and the workforce?
Provide High Quality Customer Service	Does the decision reflect high quality customer service?
Provide Sustainable, Efficient, Reliable, and Secure Services	Does the decision maintain or enhance the District's sustainability, efficiency, reliability, and security?
Perform at a High Standard	Does the decision or action lead to a high performing, highly qualified, motivated, safe, and innovative workforce and an adaptable organization?

Dublin San Ramon Services District
Water, wastewater, recycled water

Five-Year (FY 2024–2028) Strategic Plan Progress Report for FY 2024 and FY 2025

Goal #1: Maintain our financial stability and sustainability

- Manage the District's finances to meet funding needs and maintain fair and reasonable water and wastewater rates, while striving to limit increases to general inflation trends
- Ensure financial sustainability through long-term financial planning, including 10-year modeling
- Review and update the District's reserve policies

Completed in FY 2024	Completed in FY 2025	In Progress / Future Activities
A. Reorganized to create stand-alone Finance Department overseen by a Finance Director. B. Prepared a comprehensive Water Rate Study and adopted a five-year schedule of rate adjustments. C. Updated and adopted Miscellaneous Fees and Charges effective July 1, 2024, with subsequent adjustments on January 1, 2025 and January 1, 2026. D. Replaced 12,000 feet of aging water lines in the Canterbury/Wineberry neighborhood. E. Began operation of Alum Addition Project, which will reduce struvite buildup and future maintenance costs.	A. Developed new Capital Assets policy and revised Budget Accountability policy and Rate policy. B. Revised Financial Reserves policy. C. Revised Investment policy and contracted with a third-party administrator to manage the District's investment portfolio. D. Prepared FY 2026 and 2027 Operating Budget and Capital Improvement Program Ten-Year Plan and Two-Year Budget.	A. Onboarding new auditor to perform financial audits starting with FY 2025. B. Updating the District's purchasing procedures and templates. C. Preparing the Water System Master Plan Update by June 2026. D. Preparing the Wastewater Collection System Master Plan Update by June 2026. E. Preparing the Wastewater and Biosolids Master Plan Update by September 2026. F. Review Water Capacity Reserve Fee Study. G. Prepare an update to the Local and Regional Wastewater Rate Study beginning in 2025. H. Update Overhead Rate and Miscellaneous Fee Study. I. Update Local and Regional Wastewater Capacity Reserve Fee Study. J. Update long-term financial planning models. K. Replace 15,000 feet of aging water lines and rehabilitate 6,000 feet of sewer mains in Camp Parks.

Goal #2: Meet or exceed regulatory requirements while preparing for the future regulatory landscape

- Sustain a robust safety culture by continuously updating the District's environmental health and safety programs
- Develop and maintain a centralized regulatory tracking system
- Collaborate with partner agencies to monitor evolving regulatory requirements and explore potential compliance and mitigation strategies
- Implement improvements to comply with standards adopted by the Environmental Laboratory Accreditation Program beginning January 1, 2024

Completed in FY 2024	Completed in FY 2025	In Progress / Future Activities
A. Completed and implemented two major safety programs: Personal Protective Equipment and Electrical Safety Program. B. Implemented improvements needed for the DSRSD Laboratory to be recognized by the California Environmental Laboratory Accreditation Program as being compliant with all 2024 new laboratory standards. C. Participated in the San Francisco Estuary Institute Perfluoroalkyl and Polyfluoroalkyl Substances (PFAS) Phase 2 Study through the Bay Area Clean Water Agencies (BACWA). D. Collaborated with BACWA and the East Bay Dischargers Authority (EBDA) on review and negotiation of the Regional Water Quality Control Board Third Nutrient Watershed Permit, which sets current and future nutrient limits for treated wastewater discharges to San Francisco Bay. E. Achieved compliance with the 2022 Statewide General Waste Discharge Requirements for Sanitary Sewer Systems, which became effective June 5, 2023. F. Prepared and distributed the 2023 Annual Water Quality Report.	A. Developed and drafted new safety programs: Indoor Heat Illness Prevention, Outdoor Wildfire Smoke, Contractor Safety, and Crane Safety. B. Prepared the lead service inventory for the Lead and Copper Rule Revisions. C. Completed the Sewer System Management Plan audit. D. Reviewed and commented on the Third Nutrient Watershed Permit. E. Prepared the Regional Hydrogeology of Northwest Livermore Valley Groundwater Basin Study evaluating PFAS in wastewater and recycled water operations.	A. Preparing Cross-Connection Control Plan required by the State Water Resources Control Board. A. Developing a centralized regulatory tracking system. B. Identifying non-functional turf sites for Commercial, Industrial, and Institutional properties that would be subject to Assembly Bill 1572, which bans the use of potable water for irrigation of nonfunctional turf, with certain exceptions. C. Preparing a Water Conservation Plan to identify strategies and programs needed to comply with the State's long-term conservation regulations. D. Evaluate options for complying with the Third Nutrient Watershed Permit, which will become effective on October 1, 2024, as part of the Wastewater and Biosolids Master Plan Update. E. Transition from annual to twice per year Water Quality Reports (Consumer Confidence Reports) in compliance with new Environmental Protection Agency regulations.

Goal #3: Enhance our ability to respond to emergencies and maintain business continuity

- Update and maintain documentation of emergency response and business continuity plans, including support documents for regional coordination and mutual assistance
- Manage inventory of emergency assets, equipment, and materials in stock
- Integrate and strengthen employee knowledge and competency of emergency response through ongoing training and Incident Command System (ICS) and Emergency Operation Center (EOC) exercises
- Explore coordination of emergency planning with partner agencies and the cities we serve

Completed in FY 2024	Completed in FY 2025	In Progress / Future Activities
A. Implemented Disaster Service Worker training for all new hires in September 2023. B. Provided Personal Emergency Preparedness Training, facilitated by the Alameda County Fire Department, to staff in September 2023. C. Conducted weekly training campaign for staff during National Preparedness Month in September 2023 to encourage and remind staff to be prepared for disasters or emergencies. D. Participated (20 staff members) in a joint EOC tabletop disaster preparedness training exercise coordinated with the City of Dublin in December 2023. E. Held three-day Intermediate Incident Command System (ICS-300) EOC training for 30 staff members in March 2024, facilitated by the California Specialized Training Institute's certified trainers. F. Launched InformaCast for notifications and staff check-ins during emergency situations.	A. Participated in California Water Service's annual EOC training exercise in August 2024. B. Developed staff training campaign for September 2024 National Preparedness Month. C. Held Employee Health and Safety Fair in September 2024 to raise awareness of personal emergency preparedness and maintaining good health. D. Collaborated with Tri-Valley cities to complete the Tri-Valley Hazard Mitigation Plan.	A. Developing and implementing a formal communication plan for reporting and responding to emergencies during business and after hours for both staff and the public, including a centralized location for key contact information. B. Creating a centralized and shared location for managing inventory of emergency repair equipment and materials. C. Update District's Emergency Response Plan with customized scenario information that would be more relevant and useful to staff during District emergencies. D. Implement quarterly P25 radio checks. E. Conduct a functional disaster training exercise in FY 2026. F. Initiate review and update of the Risk and Resilience Assessment for the drinking water system as required by America's Water Infrastructure Act of 2018 (AWIA).

Goal #4: Maintain a high level of customer service and community relations through public outreach, education and partnership efforts

- Educate and engage the community on the Tri-Valley's water supply challenges and opportunities through implementation of the Tri-Valley Water Reliability Public Information Program
- Build public awareness of the District's priorities, initiatives, systems, and services
- Leverage Tri-Valley and regional partnerships to maximize public outreach efforts

Completed in FY 2024	Completed in FY 2025	In Progress / Future Activities
A. Held biennial Citizens Water Academy to build public awareness of the District's services, with a maximum class size of 25 (total of 14 attended all 3 sessions and graduated). B. Hosted over 200 attendees for wastewater treatment plant tours, including with BAYWORK, City of Dublin, schools, and quarterly public tours (repeated in FY 2025). C. Updated the District's electronic monthly newsletter to new platform. D. Partnered with local agencies on the Alameda and Contra Costa Regional Science Fairs, Inside Dublin Citizen's Academy, Dublin Arts Circuit, Tri-Valley Haven Food Drive, and City of Dublin Water Fountain Partnership to install bottled water stations. E. Participated in community events, including the Dublin Senior Information Resource Fair, STEM Fairs at local schools, the San Ramon Light Parade, the Alameda County ADU Fair, and the Dublin St. Patrick's Day Parade. F. Implemented the online appointment scheduling system for Permit Counter visits. G. Created and implemented a quarterly Public Outreach Activities Report to provide the Board with timelier updates on outreach and communication efforts.	A. Implemented customer communications plan to support utility billing and payment system conversion. B. Hosted over 200 attendees for wastewater plant tours. C. Supported efforts to educate the public on the Tri-Valley's water supply challenges and solutions through promoting the Tri-Valley Water Partners website and sharing Tri-Valley Water Reliability Partners Public Information Program materials through use of social media and newsletter articles. D. Rolled out new, customized educational comic book "Defenders of the Bay," and water bottle stickers that promote reusable bottles and staying hydrated. E. Produced and published recorded Board meetings. F. Redesigned and standardized templates for District presentations and other District communication materials. G. Introduced an updated Oscar the Otter mascot (new costume). H. Participated in Water Conservation Art (Poster) Contest with Zone 7 and Tri-Valley water retailers.	A. Performing a comprehensive website redesign and update. B. Developing the FY 2025 Annual Report summarizing District accomplishments. C. Enhance customer service program by tracking relevant metrics and promoting customer service programs. D. Utilize customer service survey cards to help optimize customer service and community outreach programs. E. Expand social media presence, as appropriate. F. Add additional signage for wastewater treatment plant tours.

Goal #5: Improve the resiliency of the District's water supplies against future uncertainties

- Work collaboratively with our Tri-Valley and regional partners in the development of a more diversified and resilient water supply
- Prepare and implement water conservation strategies to reduce water demand, improve system reliability, and comply with state regulations

Completed in FY 2024	Completed in FY 2025	In Progress / Future Activities
A. Successfully tested the three DSRSD-EBMUD emergency interties, which involved installing temporary piping to connect and move water between the two water systems to test the ability of the two agencies to exchange or deliver water during emergencies. B. Participated in a multiyear process for stakeholders to review and provide input to the Department of Water Resources related to the development of the State's long-term water conservation regulations, which were adopted in July 2024.	A. As part of the Water Conservation Master Plan, conducted a customer survey to gather information needed to maximize customer participation in conservation efforts and programs. B. Piloted two leak-detection sensors in the Dublin area to determine if a proactive leak program for the potable distribution would be effective given the District's infrastructure and service area characteristics. C. Initiated Phase 2 of the Regional Purified Water Pilot Project, in partnership with Alameda County Water District, Zone 7, Livermore, Union Sanitary District, and LAVWMA. Phase 2 focuses on public outreach and monitoring grant funding opportunities for a small-scale purified water pilot project. D. Negotiated and executed an agreement with DERWA, EBMUD, and City of Dublin to add a select number of ready to connect recycled water customers to the system.	A. Negotiating renewal of the water supply contract with Zone 7. B. Work with DERWA and EBMUD to negotiate a long-term supply agreement for supplemental wastewater from Central Contra Costa Sanitary District, which would allow for further expansion of the recycled water system and reduction of nutrient discharges to San Francisco Bay. C. Evaluate and implement strategies to optimize recycled water supply and demand, including recycled water metering improvements to more accurately project available supply and demands. D. In collaboration with Zone 7 and the retailers, review Tri-Valley conservation rebate programs. E. In collaboration with Zone 7 and other interested retailers, update the 2018 Tri-Valley Potable Reuse Study to reflect changes in wastewater supply availability due to conservation and the recently adopted Direct Potable Regulations. F. Design and construct Reservoir 20B, a 1.3-million-gallon reservoir in eastern Dublin, to support planned development and ensure reliable water service.

Goal #6: Foster long-term partnerships to provide efficient and cost-effective services

- Build relationships and actively participate in local partnerships, regional groups, coalitions, and associations to advance common goals
- Review and update our Joint Powers Authority and other interagency agreements and contracts to address changing conditions and align with the District's Mission and Strategic Plan goals

Completed in FY 2024	Completed in FY 2025	In Progress / Future Activities
A. Assisted the City of Pleasanton with processing drinking water samples for a temporary six-month period under a task order to the Tri-Valley Intergovernmental Reciprocal Services Master Agreement. B. Collaborated with professional organizations and partner agencies on advocacy matters of importance to the District's business, including sending over a dozen comment and support letters regarding PFAS, funding, nutrients, and water conservation matters. C. Held a total of five liaison committee meetings, with Pleasanton, Dublin, Central Contra Costa Sanitary District, and Tri-Valley agencies (repeated in FY 2025 with four meetings).	A. Participated in professional organizations, regional groups, and coalitions to exchange information and work to advance common goals, including CASA, BACWA, BAYWORK, California Special Districts Association (CSDA), Association of California Water Agencies (ACWA), American Water Works Association (AWWA), California Water Environment Association (CWEA), WateReuse, and EBDA. B. Participated in professional network committees, including CASA Regulatory Workgroup, BACWA Permits Committee, CWEA Laboratory Committee, Tri-Valley Water Communications Committee, and BAYWORK Workforce Initiatives Committee.	A. Implement in-house tracking system of legislative activities across departments. B. Work with LAVWMA and other member agencies to review and update the joint powers authority and the operating and maintenance agreements. C. Resume negotiations with EBMUD to comprehensively review and update the DERWA agreements.

Goal #7: Optimize the Asset Management Program to guide District business decisions

- Standardize and implement District-wide procedures and plans for the Asset Management Program
- Expand and maintain asset records including equipment data, criticality, maintenance history, asset condition, and performance
- Use asset management data to maximize the life of assets and budget for long-term capital replacement needs

Completed in FY 2024	Completed in FY 2025	In Progress / Future Activities
A. Completed adding all major assets to CentralSquare Asset Management (CSAM), the District's asset management software. B. Transitioned from paper to CSAM mobile for collection of water reservoir and pump station daily round inspection and water quality data. C. Utilized asset replacement costs from the asset management database as the basis for allocating water system expenses between customer classifications in the 2024 Water Rate Study. D. Completed initial Potable Water Business Risk Evaluation for system assets with updated consequence of failure, probability of failure, and risk evaluations for the potable water pump stations and reservoirs.	A. Completed the wastewater collection system ten-year rehabilitation plan. B. Completed the large-diameter sewer condition assessment project. C. Developed a replacement plan for wastewater treatment plant process pipelines, based on material, age, process, environment, and criticality. D. Fully transitioned from paper to CSAM to electronically receive maintenance work orders and complete maintenance record information.	A. Create an asset disposal reporting tool for Finance to more easily track and record the disposal of assets. B. Prepare a comprehensive Asset Management Program Plan that formalizes the program's objectives and strategies for managing physical assets and infrastructure and documents District-wide procedures and protocols for implementing the program. C. Update the Fleet Management Plan to reflect Energy policy goals and future regulatory requirements.

Goal #8: Improve energy efficiency and reliability for the District

- Develop a District energy policy and District energy master plan that evaluates sustainable energy sources and opportunities for cost-effective energy conservation and efficiency
- Initiate cost-effective energy projects consistent with the District's energy policy, business needs, and future regulations

Completed in FY 2024	Completed in FY 2025	In Progress / Future Activities
A. Completed a two-year effort to prepare a comprehensive Energy Facilities Master Plan and developed and adopted an Energy policy. B. Amended the Capital Improvement Program to add two solar projects recommended in the Energy Facilities Master Plan, which will take advantage of potential outside funding opportunities, add to the District's renewable energy sources, and support the District's future transition to a zero-emissions fleet as required by State regulations. C. Amended the Capital Improvement Program to advance the first phase of the Wastewater Treatment Plant Electrical Improvements Project, which will address the most critical components of the plant's electrical infrastructure.	A. Completed feasibility study to evaluate adding solar at District facilities and the LAVWMA site. B. Initiated the WWTP Electrical Improvements Phase 1 Project. C. Added energy projects, as recommended by Energy Facilities Master Plan, into the Capital Improvement Program Ten-Year Plan and Two-Year Budget for FY 2026 and FY 2027.	A. Continuing to work with the Bay Area Air Quality Management District on review of the District's permit application for the flare and fats, oils, and grease (FOG) program. B. Conduct real-time power monitoring on high energy assets to identify inefficiencies and optimize operations. C. Complete Power Purchase Agreement (PPA) and install solar at District Office, Field Operations Facility, LAVWMA facility, and/or WWTP sites, if determined to be cost-effective based on proposals. D. Begin planning for the replacement of the WWTP's cogeneration system.

Goal #9: Maintain a culture that attracts, retains, and engages a high performing workforce in support of the District's Mission and Values

- Diversify and strengthen the skills of District employees to meet evolving workforce demands through participation in professional organizations and development programs
- Implement a structured management and leadership program for employee career and professional growth
- Promote a strong District workforce culture which encourages learning, teamwork, and recognition of employee contributions, and enhances employee engagement
- Develop a succession plan for key positions where feasible

Completed in FY 2024	Completed in FY 2025	In Progress / Future Activities
A. Implemented the new Career, Opportunity, Readiness, Elevate (C.O.R.E.) Program, a professional and supervisory training and development program. B. Conducted in-house lead/senior training program for new/promoted lead staff and staff participated in local leadership academies hosted by other agencies. C. Created new Training Hub on SharePoint Intranet to centralize training and development information for staff. D. Created new Professional Memberships page on Training Hub to share information on staff membership and participation in professional organizations. E. Held Annual Employee Recognition event and recognized staff through awards program, including leadership, SPIRIT, service years, and performance awards for Employee and Team of the Year. F. Created new LinkedIn page for DSRSD. G. As recommended in the 2023 Operations Workforce Study, created and filled two Wastewater Treatment Plant Supervisor positions, which supports succession planning in Plant Operations.	A. Incorporated staff feedback into the curriculum for Year 2 of the C.O.R.E. program, a professional and supervisory training and development program. B. Conducted Phase 2 of the Workforce Study, which focuses on the Office of the General Manager, Administrative Services, and Engineering Departments, and re-evaluating certain cross-departmental recommendations from the 2023 Operations Workforce Study. C. Completed the biennial District-wide Employee Survey to gather feedback, assess staff engagement and satisfaction, and identify opportunities for organizational improvement. D. Conducted in-house lead/senior training program for new/promoted lead staff.	A. Continue to support and enhance C.O.R.E. Program. B. Continue to host in-house lead/senior employee training program and support participation in outside professional training and development programs. C. Review approach to performance plan goals and opportunities to tie staff goals to the District's Mission and Strategic Plan, which reinforces alignment of business priorities and support for employee career and professional growth. D. Update Labor Contracts in FY 2026.

Goal #10: Optimize District-wide operations by improving our business practices, procedures, and information systems to meet evolving needs

- Invest in business process improvements to enhance communications and access to information
- Integrate our business enterprise systems to more effectively share data across the District
- Review and update our Information Technology and SCADA Master Plans

Completed in FY 2024	Completed in FY 2025	In Progress / Future Activities
A. Implemented the Tyler Munis software system for Payroll, Employee Self-Service, and Capital Assets. B. Developed required training modules for communications protocol for Microsoft 365 online environment. C. Conducted a Security Awareness Proficiency Assessment. D. Completed import of all ordinances and migration of closed capital project files into OnBase, the District's enterprise content management system. E. Expanded the use of CSAM mobile technology in the field and provided training for Field Operations staff. F. Established Internet access redundancy for the District business network. G. Upgraded and replaced secondary wide area network (WAN) backbone. H. Completed replacement of the District's storage area network (SAN). I. Upgraded the video monitoring and recording software and expanded storage capability for security at the wastewater treatment plant.	A. Implemented the Tyler Munis system conversion for Utility Billing and Cashiering. B. Converted to Tyler Payments for online payment collection.	A. Automating process for work orders in Tyler Munis to generate work orders in CSEAM (the District's CCMS) to enhance staff coordination. B. Migrating Electronic Operations Manuals (eO&M) for to SharePoint and linking with CSEAM for access to equipment information in the field. C. Updating the Information Technology Master Plan. D. Implementing Tyler Munis Contracts module. E. Upgrade Laboratory Information Management System (LIMS) to meet new State regulations. F. Implement a new Digital Asset Management System. G. Implement Document Retention workflow in OnBase. H. Develop records retention procedure for electronic communications. I. Perform needs and functionality audit of software subscriptions.

DSRSD Strategic Plan Progress Report

Board of Directors Meeting
July 1, 2025

Presentation Overview

2024-28 Strategic Plan, *Adopted April 2023*

- Accomplishment Highlights

2026-30 Strategic Plan, *Adopted April 2025*

- Proposed Workplan and Progress Report
- Progress Report Schedule

DSRSD Strategic Plan FY24 – FY28: Ten Goals

Goal 1: Maintain our financial stability and sustainability

Goal 2: Meet or exceed regulatory requirements while preparing for the future regulatory landscape

Goal 3: Enhance our ability to respond to emergencies and maintain business continuity

Goal 4: Maintain a high level of customer service and community relations through public outreach, education and partnership efforts

Goal 5: Improve the resiliency of the District's water supplies against future uncertainties

Goal 6: Foster long-term partnerships to provide efficient and cost-effective services

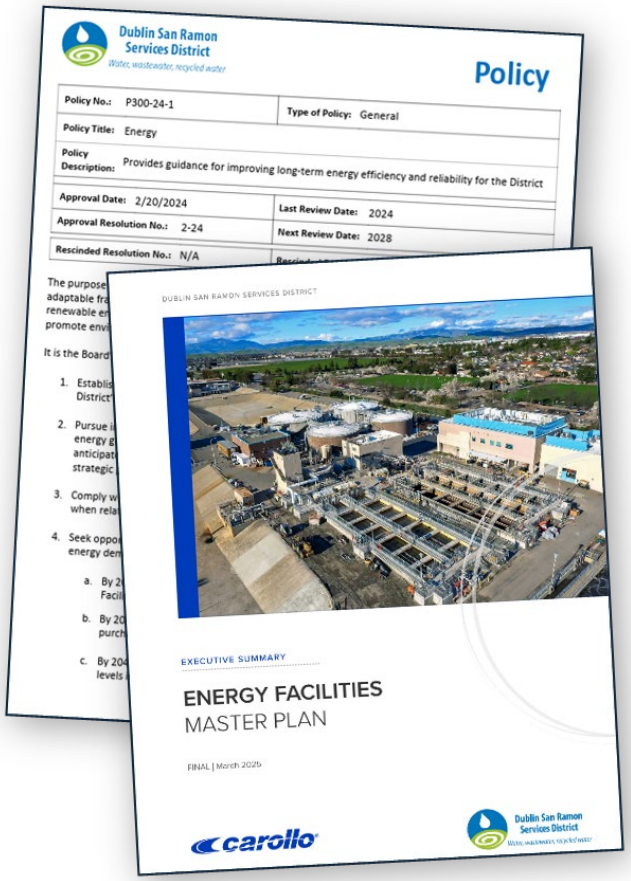
Goal 7: Optimize the Asset Management Program to guide District business decisions

Goal 8: Improve energy efficiency and reliability for the District

Goal 9: Maintain a culture that attracts, retains, and engages a high performing workforce in support of the District's Mission and Values

Goal 10: Optimize District-wide operations by improving our business practices, procedures, and information systems to meet evolving needs

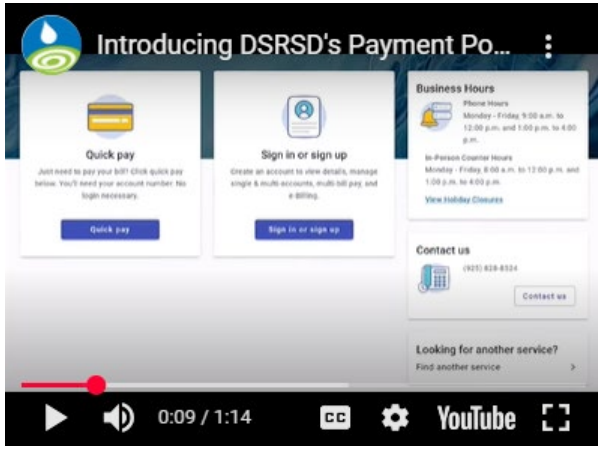
ACCOMPLISHMENT HIGHLIGHTS – FY24



- Completed Energy Facilities Master Plan and adopted an Energy Policy
- Tested the three DSRSD-EBMUD emergency interties
- Replaced 12,000 feet of aging water lines in the Canterbury/Wineberry neighborhood
- Implemented improvements to comply with all new 2024 laboratory standards
- Completed Water Rate Study and adopted a five-year schedule of rate adjustments
- Implemented the Tyler Munis software system for Payroll, Employee Self-Service, and Capital Assets
- Conducted joint EOC tabletop disaster preparedness training exercise with Dublin
- Implemented new professional and supervisory training and development program
- Held Biennial Citizens Water Academy

ACCOMPLISHMENT HIGHLIGHTS – FY25

- Contracted with a third-party administrator to manage the District's investment portfolio
- Implemented Tyler Munis system for Utility Billing and converted to Tyler Payments for online payment collection
- Completed the large-diameter sewer condition assessment project
- Completed feasibility study to evaluate adding solar at District facilities and LAVWMA site
- Reviewed and commented on the Third Nutrient Watershed Permit
- Completed Phase 2 of the Workforce Study
- Prepared the Regional Hydrogeology of Northwest Livermore Valley Groundwater Basin study evaluating PFAS in wastewater and recycled water operations
- Prepared FY 2026 and 2027 Operating Budget and Capital Improvement Program Ten-Year Plan and Two-Year Budget

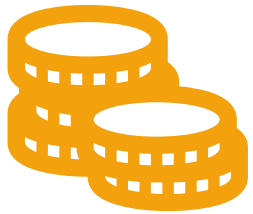


DSRSD Strategic Plan Update – *April 2025*

2023 STRATEGIC PLAN FY2024 - FY2028 (10 GOALS)		2025 STRATEGIC PLAN FY2026 - FY2030 (6 GOALS)
Meet or exceed regulatory requirements while preparing for the future regulatory landscape	→	**Environmental Protection and Regulatory Compliance**
Maintain our financial stability and sustainability	→	**Long-term Financial Stability & Sustainability**
Maintain a culture that attracts, retains, and engages a high performing workforce in support of the District's Mission and Values	→	**Workforce Development & Planning**
Enhance our ability to respond to emergencies and maintain business continuity	→	**Resilient & Effective Operations**
Optimize District-wide operations by improving our business practices, procedures, and information systems to meet evolving needs		
Improve energy efficiency and reliability for the District		
Improve the resiliency of the District's water supplies against future uncertainties		
Optimize the Asset Management Program to guide District business decisions	→	**Long-term Infrastructure Investment**
Maintain a high level of customer service and community relations through public outreach, education and partnership efforts	→	**Customer Service & Community Engagement**
Foster long-term partnerships to provide efficient and cost-effective services		

STRATEGIC PLAN FY26 – FY30: SIX GOALS

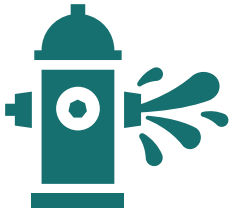
Environmental Protection & Regulatory Compliance



Long-term Financial Stability & Sustainability

Workforce Development & Planning

Resilient & Effective Operations



Long-term Infrastructure Investment

Customer Service & Community Engagement

DSRSD Strategic Plan - Workplan

WORKFORCE DEVELOPMENT & PLANNING: Maintain a culture that attracts, retains, and engages a safe and high-performing workforce in support of the District's Mission, Vision, and Values.

Lead Dept.	Goal/Strategy/ Objective#	GOALS / STRATEGIES / OBJECTIVES / PROJECTS	LAST UPDATED	STATUS:	FY26	FY27
ASD	**3.A**	**Sustain a robust safety culture by continuously updating the District's environmental health and safety programs.**				
ASD	3.A.1	Project A	7/1/2025	ON-TRACK	X	X
ASD	3.A.2	Project B	7/1/2025	NOT STARTED		X
ASD	3.A.3	Project C	7/1/2025	ON-TRACK	X	X
ASD	**3.B**	**Diversify and strengthen the skills of District employees to meet evolving workforce demands.**				
ASD	3.B.1	Project A	7/1/2025	ON-TRACK	X	X
ASD	3.B.2	Project B	7/1/2025	ON-TRACK	X	
ASD	**3.C**	**Plan for succession of key positions where feasible.**				
ASD	3.C.1	Project A	7/1/2025	ON-TRACK	X	X
ASD	3.C.2	Project B	7/1/2025	ON-TRACK	X	X
ASD	**3.D**	**Promote a District culture which encourages learning, teamwork, innovation, and recognition.**				
ASD	3.D.1	Project A	7/1/2025	ON-TRACK	X	X
ASD	3.D.2	Project B	7/1/2025	ON-TRACK	X	X

DSRSD Strategic Plan – Progress Report

WORKFORCE DEVELOPMENT & PLANNING: Maintain a culture that attracts, retains, and engages a safe and high-performing workforce in support of the District's Mission, Vision, and Values.

LEAD DEPT	STRATEGY#	STRATEGIES	LAST UPDATED	STATUS	COMMENTS
ASD	A	Sustain a robust safety culture by continuously updating the District's environmental health and safety programs.	7/1/2025	🟢	
ASD	B	Di ersity nd st gthen e skill f D trict e pl yees to eet ev ing work' rce dem s.	7/1/2025	🔴	
ASD	C	Pl for ccession o ke po ion wh re feasibl	7/1/2025	🟡	
ASD	D	Promote a District culture which encourages learning, teamwork, innovation, and recognition.	7/1/2025	🟢	

Progress Reporting – Proposed Schedule

2026-30 Strategic Plan

Adopted April 2025

Mid-Year Progress Report

- GM Monthly Report
- January 2026

Annual Progress Report

- Regular Board Meeting
- July 2026


Dublin San Ramon
Services District
Water, wastewater, recycled water
Questions?